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# LAMPIRAN

## **Lampiran 1 Kuesioner Penelitian**

Assalamualaikum wr.wb.

Perkenalkan saya Adnan Jody Runaldi mahasiswa Universitas Binaniaga Indonesia Program Studi Manajemen Program Sarjana Fakultas Ekonomi dan Bisnis. Saat ini saya sedang melakukan penelitian dalam rangka penyelesaian studi dengan judul **“Pengaruh Kualitas Pelayanan, Promosi, Harga, dan Lokasi terhadap Kepuasan pelanggan Hanum Laundry”**.

Terkait dengan hal tersebut, saya memohon kesediaan Bapak/Ibu/Saudara/i, untuk meluangkan waktunya untuk mengisi kuesioner ini. Kuesioner ini adalah salah satu sarana untuk memperoleh data yang diperlukan untuk penelitian skripsi ini.

Bapak/Ibu/Saudara/i, jawaban yang diberikan tidak akan dinilai salah atau benar. Serta, kerahasiaan data penelitian akan dijamin dan saya mengharapkan informasi dan jawaban yang sesungguhnya dari Bapak/Ibu/Saudara/i sesuai kondisi yang dirasakan sebagai pelanggan Hanum *Laundry*.

Atas waktu dan kesediaan Bapak/Ibu/Saudara/i saya ucapkan terima kasih.

Wassalamualaikum wr.wb

Hormat saya,

Adnan Jody Runaldi





- 18-23 tahun     30-35 tahun
- Di atas 36 tahun
- Pekerjaan        :     Pelajar/Mahasiswa     PNS
- Pegawai Swasta         Wirausaha
- Lainnya
- Penghasilan     :     Rp 1.000.000 – Rp 2.000.000
- Rp 2.100.000 – Rp 3.000.000
- Rp 3.100.000 – Rp 4.000.000
- >Rp 4.000.000

### C. Petunjuk Pengisian Kuesioner

1. Sebelum mengisi kuesioner ini, dimohon untuk Bapak/Ibu membaca setiap butir pertanyaan dengan cermat.
2. Bapak/Ibu tinggal beri tanda *check list* (  $\surd$  ) pada kolom yang sesuai dengan pilihan.
3. Untuk setiap butir pertanyaan hanya diperbolehkan memilih satu jawaban.
4. Semua pertanyaan yang ada, mohon dijawab tanpa ada satupun yang terlewat.

#### D. Contoh Kuesioner

##### Keterangan Jawaban

Sangat Tidak Setuju (STS) : 1

Tidak Setuju (TS) : 2

Netral (N) : 3

Setuju (S) : 4

Sangat Setuju (SS) : 5

Variabel Kepuasan Pelanggan	STS	TS	N	S	SS
<b>Kesesuaian Harapan</b>					
Packingan pakaian sesuai dengan harapan saya.			√		

**PERNYATAAN KUESIONER**

No	Variabel Kepuasan Pelanggan	STS	TS	N	S	SS
<b>Kesesuaian Harapan</b>						
1.	Pakaian bersih sesuai dengan yang saya harapkan.					
2.	Respon cepat karyawan sesuai dengan yang saya harapkan.					
3.	Wangi parfum sesuai dengan yang saya harapkan.					
<b>Kesediaan untuk Merekomendasi</b>						
4.	Saya bersedia merekomendasikan Hanum <i>Laundry</i> kepada kerabat saya.					
5.	Saya bersedia memberikan informasi positif kepada kerabat saya.					
<b>Minat Datang Kembali</b>						
6.	Saya akan berkunjung kembali untuk mencuci pakaian saya di Hanum <i>Laundry</i> .					
7.	Saya akan menggunakan jasa Hanum <i>Laundry</i> lagi karena pelayanan yang memuaskan.					
No	Variabel Kualitas Pelayanan	STS	TS	N	S	SS
<b>Bukti Fisik</b>						
8.	Karyawan Hanum <i>Laundry</i> berpenampilan rapih dan sopan.					
9.	<i>Outlet</i> Hanum <i>Laundry</i> tertata rapih dan bersih.					
<b>Keandalan</b>						
10.	Karyawan Hanum <i>Laundry</i> memberikan pelayanan yang dapat diandalkan.					
11.	Karyawan Hanum <i>Laundry</i> memberika pelayanan yang informatif.					
<b>Daya Tanggap</b>						
12.	Karyawan Hanum <i>Laundry</i> cepat tanggap dalam melayani keluhan.					
13.	Karyawan Hanum <i>Laundry</i> selalu memberikan bantuan ketika dibutuhkan.					

<b>Jaminan</b>						
14.	Karyawan Hanum <i>Laundry</i> dapat berkomunikasi dengan baik.					
15.	Keluhan pelanggan diatasi dengan baik.					
16.	Tepat waktu dalam melayani.					
<b>Empati</b>						
17.	Karyawan Hanum <i>Laundry</i> memberikan pelayanan yang baik dan ramah.					
18.	Karyawan Hanum <i>Laundry</i> melayani tanpa membedakan pelanggan.					
No	Variabel Promosi	STS	TS	N	S	SS
<b>Periklanan</b>						
19.	Iklan Hanum <i>laundry</i> menarik.					
20.	Iklan Hanum <i>Laundry</i> menampilkan jasa <i>laundry</i> yang jelas.					
21.	Iklan dari Hanum <i>Laundry</i> mudah dipahami.					
<b>Promosi Penjualan</b>						
22.	Hanum <i>Laundry</i> memberikan potongan harga atau <i>discount</i> .					
23.	Pesan promosi yang disampaikan Hanum <i>Laundry</i> jelas.					
24.	Hanum <i>Laundry</i> memberikan promosi yang menarik perhatian.					
<b>Penjualan Langsung</b>						
25.	Karyawan Hanum <i>Laundry</i> sangat informatif.					
26.	Karyawan Hanum <i>Laundry</i> menawarkan jasa antar jemput.					
27.	Karyawan Hanum <i>Laundry</i> memberikan brosur kepada banyak orang.					
No	Harga	STS	TS	N	S	SS
<b>Harga Bersaing</b>						
28.	Harga jasa Hanum <i>Laundry</i> dapat bersaing dengan pesaing.					

29.	Harga jasa Hanum <i>Laundry</i> lebih ekonomis dibanding pesaing.					
<b>Harga Terjangkau</b>						
30.	Harga yang ditawarkan Hanum <i>Laundry</i> dapat dijangkau semua kalangan.					
31.	Harga yang ditawarkan Hanum <i>Laundry</i> sesuai dengan harapan.					
<b>Harga Sesuai Kualitas</b>						
32.	Harga jasa Hanum <i>Laundry</i> sesuai dengan kualitas yang diberikan.					
33.	Harga jasa Hanum <i>Laundry</i> sesuai dengan kualitas yang diharapkan.					
34.	Harga jasa Hanum <i>Laundry</i> sesuai dengan kualitas yang diinginkan.					
<b>No</b>	<b>Variabel Lokasi</b>	<b>STS</b>	<b>TS</b>	<b>N</b>	<b>S</b>	<b>SS</b>
<b>Akses</b>						
35.	Lokasi untuk ke Hanum <i>Laundry</i> dapat menggunakan transportasi umum.					
36.	Lokasi menuju Hanum <i>Laundry</i> luas.					
37.	Lokasi menuju Hanum <i>Laundry</i> lancar bebas kemacetan.					
<b>Lokasi yang Strategis</b>						
38.	Hanum <i>Laundry</i> dapat terlihat jelas dari jalan raya.					
39.	Hanum <i>Laundry</i> memiliki tanda (banner atau spanduk).					
40.	Hanum <i>Laundry</i> berada di keramaian.					
<b>Fasilitas Parkir</b>						
41.	Hanum <i>Laundry</i> mempunyai lahan parkir yang luas.					
42.	Area parkir Hanum <i>Laundry</i> berada di lokasi yang aman.					
43.	Area parkir Hanum <i>Laundry</i> berada di lokasi yang nyaman.					

## LAMPIRAN 2

### HASIL TABULASI UJI VALIDITAS VARIABEL KUALITAS PELAYANAN (X1)

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
1	5	4	4	5	2	4	2	2	2	4	5	39
2	2	2	2	2	2	1	1	2	2	2	2	20
3	4	4	4	4	2	2	2	2	2	4	4	34
4	1	1	4	4	2	2	2	2	2	4	4	28
5	2	2	4	4	4	4	2	2	2	4	4	34
6	5	5	5	5	4	4	2	2	2	5	5	44
7	4	5	5	4	2	4	2	1	1	5	4	37
8	5	5	4	4	4	4	2	4	4	4	4	44
9	5	4	4	5	4	4	2	2	2	4	5	41
10	2	2	2	2	4	2	1	1	1	2	2	21
11	4	4	5	5	4	4	2	1	1	5	5	40
12	5	5	4	4	4	4	2	2	2	4	4	40
13	4	4	4	4	2	2	2	1	1	4	4	32
14	1	1	4	4	2	2	2	1	1	4	4	26
15	4	5	5	4	2	4	2	2	2	5	4	39
16	5	5	4	4	4	4	2	4	4	4	4	44
17	5	4	4	5	4	4	2	4	4	4	5	45
18	5	5	4	4	4	4	2	2	2	4	4	40
19	4	4	5	5	4	4	2	4	4	5	5	46
20	4	4	4	4	2	2	2	2	2	4	4	34
21	5	5	5	5	4	4	2	2	2	5	5	44
22	4	5	5	4	2	4	2	2	2	5	4	39
23	5	5	4	4	4	4	2	1	1	4	4	38
24	5	4	4	5	4	4	2	4	4	4	5	45
25	2	2	2	4	2	1	1	2	2	2	4	24
26	5	5	4	4	4	4	2	1	1	4	4	38
27	5	4	4	5	4	4	2	4	4	4	5	45
28	5	5	4	4	4	4	2	1	1	4	4	38
29	4	4	4	4	2	2	2	4	4	4	4	38
30	1	1	4	4	1	2	2	2	2	4	4	27
Total	117	115	121	125	93	98	57	66	66	121	125	

**HASIL TABULASI UJI VALIDITAS VARIABEL PROMOSI (X2)**

No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	TotalX2
1	5	5	5	5	5	5	5	5	5	45
2	4	4	4	4	4	4	4	4	4	36
3	3	4	4	5	3	4	4	4	5	36
4	4	4	4	4	4	4	4	4	4	36
5	2	2	2	1	1	2	2	2	2	16
6	5	4	5	5	5	5	5	5	5	44
7	5	4	4	4	5	4	4	4	4	38
8	2	2	2	1	2	2	2	2	1	16
9	4	4	4	4	4	4	4	4	4	36
10	3	4	4	5	4	4	4	4	5	37
11	3	3	3	3	3	3	3	3	3	27
12	4	4	4	4	4	4	4	4	4	36
13	2	2	2	1	1	2	2	2	2	16
14	4	4	4	4	4	4	4	4	4	36
15	5	4	5	5	5	5	5	5	5	44
16	5	4	4	4	5	4	4	4	4	38
17	5	4	5	5	4	4	5	4	5	41
18	5	5	5	5	5	5	5	5	5	45
19	4	4	4	4	4	4	4	4	4	36
20	3	4	4	5	3	4	4	4	5	36
21	3	3	4	2	3	2	4	1	2	24
22	5	5	5	5	5	5	5	5	5	45
23	3	3	3	3	3	3	3	3	3	27
24	2	2	2	1	1	2	2	2	1	15
25	3	3	3	3	3	3	3	3	3	27
26	3	4	3	3	4	3	3	3	3	29
27	5	4	4	5	4	5	4	5	5	41
28	5	5	5	5	5	4	5	4	5	43
29	5	5	5	5	5	5	5	5	5	45
30	5	4	5	5	5	5	5	5	5	44
Total	116	113	117	115	113	114	117	113	117	

**HASIL TABULASI UJI VALIDITAS VARIABEL HARGA (X3)**

No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
1	4	4	4	3	4	4	4	27
2	5	5	5	5	5	5	5	35
3	4	4	4	4	4	3	4	27
4	4	4	4	4	4	4	4	28
5	4	4	4	5	4	4	4	29
6	5	5	5	5	5	5	5	35
7	4	4	4	4	4	3	4	27
8	2	2	2	3	2	2	2	15
9	4	4	4	4	4	4	4	28
10	5	4	4	4	5	5	5	32
11	2	3	3	3	2	3	3	19
12	5	5	5	5	5	2	5	32
13	5	5	5	5	5	5	5	35
14	4	5	5	4	4	4	4	30
15	5	4	4	5	5	5	4	32
16	3	5	5	5	3	3	5	29
17	5	5	5	5	5	5	5	35
18	5	5	5	5	5	5	5	35
19	4	4	4	4	4	5	4	29
20	4	3	3	5	4	3	4	26
21	4	4	4	3	4	4	4	27
22	5	5	5	5	5	5	5	35
23	4	4	4	4	4	3	4	27
24	4	4	4	4	4	4	4	28
25	4	4	4	5	4	4	4	29
26	3	4	4	3	3	3	3	23
27	4	3	4	4	4	5	4	28
28	5	5	5	5	5	4	5	34
29	5	5	5	5	5	5	5	35
30	5	4	5	5	5	4	5	33
Total	126	126	128	130	126	120	128	



**HASIL TABULASI UJI VALIDITAS VARIABEL LOKASI (X4)**

No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
1	4	4	4	3	4	4	4	3	3	33
2	5	5	5	5	5	5	5	4	5	44
3	4	4	4	4	4	3	4	4	3	34
4	4	4	4	4	4	4	4	4	3	35
5	4	4	4	5	4	4	4	5	3	37
6	5	5	5	5	5	5	5	5	2	42
7	4	4	4	4	4	3	4	4	4	35
8	2	2	2	3	2	2	2	2	3	20
9	4	4	4	4	4	4	4	4	4	36
10	5	4	4	4	5	5	5	4	3	39
11	2	3	3	3	2	3	3	5	3	27
12	5	5	5	5	5	2	5	5	4	41
13	5	5	5	5	5	5	5	5	3	43
14	4	5	5	4	4	4	4	4	4	38
15	5	4	4	5	5	5	4	4	5	41
16	3	5	5	5	3	3	5	5	4	38
17	5	5	5	5	5	5	5	5	4	44
18	5	5	5	5	5	5	5	5	5	45
19	4	4	4	4	4	5	4	5	4	38
20	4	3	3	5	4	3	4	3	4	33
21	4	4	4	3	4	4	4	3	3	33
22	5	5	5	5	5	5	5	4	5	44
23	4	4	4	4	4	3	4	4	3	34
24	4	4	4	4	4	4	4	4	3	35
25	4	4	4	5	4	4	4	5	3	37
26	3	4	4	3	3	3	3	4	3	30
27	4	3	4	4	4	5	4	5	4	37
28	5	5	5	5	5	4	5	5	5	44
29	5	5	5	5	5	5	5	5	5	45
30	5	4	5	5	5	4	5	5	4	42
Total	126	126	128	130	126	120	128	129	111	

**HASIL TABULASI UJI VALIDITAS VARIABEL KEPUASAN  
PELANGGAN (Y)**

No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
1	4	4	4	3	4	4	4	27
2	5	5	5	5	5	5	5	35
3	4	4	4	4	4	3	4	27
4	4	4	4	4	4	4	4	28
5	4	4	4	5	4	4	4	29
6	5	5	5	5	5	5	5	35
7	4	4	4	4	4	3	4	27
8	2	2	2	3	2	2	2	15
9	4	4	4	4	4	4	4	28
10	5	4	4	4	5	5	4	31
11	2	3	3	3	2	3	3	19
12	5	5	5	5	5	2	5	32
13	5	5	5	5	5	5	5	35
14	4	5	5	4	4	4	5	31
15	5	4	4	5	5	5	4	32
16	3	5	5	5	3	3	5	29
17	5	5	5	5	5	5	5	35
18	5	5	5	5	5	5	5	35
19	4	4	4	4	4	5	4	29
20	4	3	3	5	4	3	3	25
21	4	4	4	3	4	4	4	27
22	5	5	5	5	5	5	5	35
23	4	4	4	4	4	3	4	27
24	4	4	4	4	4	4	4	28
25	4	4	4	5	4	4	4	29
26	3	4	4	3	3	3	4	24
27	4	3	4	4	4	5	4	28
28	5	5	5	5	5	4	5	34
29	5	5	5	5	5	5	5	35
30	5	4	5	5	5	4	5	33
Total	126	126	128	130	126	120	128	

**LAMPIRAN 3**  
**HASIL UJI VALIDITAS VARIABEL KUALITAS PELAYANAN (X1)**

Correlations													
		Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Total X1
Kualitas Pelayanan	Pearson Correlation	1	.929**	.430*	.512**	.564**	.726**	.461*	.284	.284	.430*	.512**	.846**
	Sig. (2-tailed)		.000	.018	.004	.001	.000	.010	.129	.129	.018	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.929**	1	.536**	.366*	.440*	.708**	.455*	.138	.138	.536**	.366*	.776**
	Sig. (2-tailed)	.000		.002	.047	.015	.000	.012	.466	.466	.002	.047	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.430*	.536**	1	.676**	.116	.660**	.852**	.070	.070	1.000**	.676**	.703**
	Sig. (2-tailed)	.018	.002		.000	.540	.000	.000	.713	.713	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.512**	.366*	.676**	1	.283	.584**	.681**	.337	.337	.676**	1.000**	.766**
	Sig. (2-tailed)	.004	.047	.000		.130	.001	.000	.068	.068	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.564**	.440*	.116	.283	1	.667**	.138	.219	.219	.116	.283	.581**
	Sig. (2-tailed)	.001	.015	.540	.130		.000	.466	.244	.244	.540	.130	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.726**	.708**	.660**	.584**	.667**	1	.607**	.186	.186	.660**	.584**	.850**
	Sig. (2-tailed)	.000	.000	.000	.001	.000		.000	.324	.324	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.461*	.455*	.852**	.681**	.138	.607**	1	.165	.165	.852**	.681**	.692**
	Sig. (2-tailed)	.010	.012	.000	.000	.466	.000		.383	.383	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.284	.138	.070	.337	.219	.186	.165	1	1.000**	.070	.337	.523**
	Sig. (2-tailed)	.129	.466	.713	.068	.244	.324	.383		.000	.713	.068	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.284	.138	.070	.337	.219	.186	.165	1.000**	1	.070	.337	.523**

	Sig. (2-tailed)	.129	.466	.713	.068	.244	.324	.383	.000		.713	.068	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.430*	.536**	1.000**	.676**	.116	.660**	.852**	.070	.070	1	.676**	.703**
	Sig. (2-tailed)	.018	.002	.000	.000	.540	.000	.000	.713	.713		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	.512**	.366*	.676**	1.000**	.283	.584**	.681**	.337	.337	.676**	1	.766**
	Sig. (2-tailed)	.004	.047	.000	.000	.130	.001	.000	.068	.068	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Total X1	Pearson Correlation	.846**	.776**	.703**	.766**	.581**	.850**	.692**	.523**	.523**	.703**	.766**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.000	.000	.003	.003	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30
**. Correlation is significant at the 0.01 level (2-tailed).													
*. Correlation is significant at the 0.05 level (2-tailed).													

### HASIL UJI RELIABILITAS VARIABEL KUALITAS PELAYANAN (X1)

Reliability Statistics	
Cronbach's Alpha	N of Items
.879	11

### HASIL UJI VALIDITAS VARIABEL PROMOSI (X2)

Correlations											
		Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Total X2
Promosi	Pearson Correlation	1	.836**	.896**	.814**	.924**	.883**	.896**	.849**	.801**	.923**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.836**	1	.900**	.906**	.902**	.880**	.900**	.848**	.887**	.941**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.896**	.900**	1	.909**	.895**	.888**	1.000**	.826**	.893**	.958**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.814**	.906**	.909**	1	.849**	.938**	.909**	.916**	.986**	.966**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.924**	.902**	.895**	.849**	1	.872**	.895**	.833**	.810**	.933**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.883**	.880**	.888**	.938**	.872**	1	.888**	.988**	.933**	.969**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.896**	.900**	1.000**	.909**	.895**	.888**	1	.826**	.893**	.958**

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.849**	.848**	.826**	.916**	.833**	.988**	.826**	1	.918**	.939**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Promosi	Pearson Correlation	.801**	.887**	.893**	.986**	.810**	.933**	.893**	.918**	1	.954**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30
Total X2	Pearson Correlation	.923**	.941**	.958**	.966**	.933**	.969**	.958**	.939**	.954**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**HASIL UJI RELIABILITAS VARIABEL PROMOSI (X2)**

Reliability Statistics	
Cronbach's Alpha	N of Items
.984	9

### HASIL VALIDITAS VARIABEL HARGA (X3)

Correlations									
		Harga	Harga	Harga	Harga	Harga	Harga	Harga	Total X3
Harga	Pearson Correlation	1	.685**	.738**	.698**	1.000**	.645**	.848**	.935**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30
Harga	Pearson Correlation	.685**	1	.943**	.598**	.685**	.431*	.821**	.844**
	Sig. (2-tailed)	.000		.000	.000	.000	.018	.000	.000
	N	30	30	30	30	30	30	30	30
Harga	Pearson Correlation	.738**	.943**	1	.635**	.738**	.492**	.874**	.889**
	Sig. (2-tailed)	.000	.000		.000	.000	.006	.000	.000
	N	30	30	30	30	30	30	30	30
Harga	Pearson Correlation	.698**	.598**	.635**	1	.698**	.384*	.758**	.783**
	Sig. (2-tailed)	.000	.000	.000		.000	.036	.000	.000
	N	30	30	30	30	30	30	30	30
Harga	Pearson Correlation	1.000**	.685**	.738**	.698**	1	.645**	.848**	.935**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30
Harga	Pearson Correlation	.645**	.431*	.492**	.384*	.645**	1	.542**	.707**
	Sig. (2-tailed)	.000	.018	.006	.036	.000		.002	.000
	N	30	30	30	30	30	30	30	30
Harga	Pearson Correlation	.848**	.821**	.874**	.758**	.848**	.542**	1	.937**

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.002		.000
	N	30	30	30	30	30	30	30	30
Total X3	Pearson Correlation	.935**	.844**	.889**	.783**	.935**	.707**	.937**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30
** . Correlation is significant at the 0.01 level (2-tailed).									
* . Correlation is significant at the 0.05 level (2-tailed).									

**HASIL UJI RELIABILITAS VARIABEL HARGA (X3)**

Reliability Statistics	
Cronbach's Alpha	N of Items
.939	7



**HASIL VALIDITAS VARIABEL LOKASI (X4)**

Correlations											
		Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Total X4
Lokasi	Pearson Correlation	1	.685**	.738**	.698**	1.000**	.645**	.848**	.369*	.428*	.900**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.045	.018	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.685**	1	.943**	.598**	.685**	.431*	.821**	.525**	.368*	.836**
	Sig. (2-tailed)	.000		.000	.000	.000	.018	.000	.003	.045	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.738**	.943**	1	.635**	.738**	.492**	.874**	.622**	.412*	.894**
	Sig. (2-tailed)	.000	.000		.000	.000	.006	.000	.000	.024	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.698**	.598**	.635**	1	.698**	.384*	.758**	.573**	.489**	.809**
	Sig. (2-tailed)	.000	.000	.000		.000	.036	.000	.001	.006	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	1.000**	.685**	.738**	.698**	1	.645**	.848**	.369*	.428*	.900**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.045	.018	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.645**	.431*	.492**	.384*	.645**	1	.542**	.367*	.305	.690**
	Sig. (2-tailed)	.000	.018	.006	.036	.000		.002	.046	.102	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.848**	.821**	.874**	.758**	.848**	.542**	1	.563**	.412*	.926**

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.002		.001	.024	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.369*	.525**	.622**	.573**	.369*	.367*	.563**	1	.192	.632**
	Sig. (2-tailed)	.045	.003	.000	.001	.045	.046	.001		.310	.000
	N	30	30	30	30	30	30	30	30	30	30
Lokasi	Pearson Correlation	.428*	.368*	.412*	.489**	.428*	.305	.412*	.192	1	.567**
	Sig. (2-tailed)	.018	.045	.024	.006	.018	.102	.024	.310		.001
	N	30	30	30	30	30	30	30	30	30	30
Total X4	Pearson Correlation	.900**	.836**	.894**	.809**	.900**	.690**	.926**	.632**	.567**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.001	
	N	30	30	30	30	30	30	30	30	30	30

\*\* . Correlation is significant at the 0.01 level (2-tailed).

\* . Correlation is significant at the 0.05 level (2-tailed).

### HASIL UJI RELIABILITAS VARIABEL LOKASI (X4)

Reliability Statistics	
Cronbach's Alpha	N of Items
.924	9



Total Y	Pearson Correlation	.923**	.867**	.912**	.768**	.923**	.703**	.912**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30
**. Correlation is significant at the 0.01 level (2-tailed).									
*. Correlation is significant at the 0.05 level (2-tailed).									

**HASIL UJI RELIABILITAS VARIABEL KEPUASAN PELANGGAN (Y)**

Reliability Statistics	
Cronbach's Alpha	N of Items
.937	7

**LAMPIRAN 4**  
**HASIL TABULASI RESPONDEN VARIABEL KUALITAS PELAYANAN (X1)**

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
1	5	5	5	5	5	5	5	5	5	5	5	55
2	4	4	4	4	4	4	4	4	4	4	4	44
3	3	4	4	5	3	4	4	3	5	3	4	42
4	4	4	4	4	4	4	4	4	4	4	4	44
5	2	2	2	1	1	2	2	2	1	1	2	18
6	5	4	5	5	5	5	4	5	5	5	5	53
7	5	4	4	4	5	4	4	4	4	5	4	47
8	2	2	2	1	1	2	2	2	1	1	2	18
9	4	4	4	4	4	4	4	4	4	4	4	44
10	3	4	4	5	4	4	4	4	5	4	4	45
11	3	3	3	3	3	3	3	3	3	3	2	32
12	4	4	4	4	4	4	4	4	4	4	4	44
13	2	2	2	1	1	2	2	2	1	1	2	18
14	4	4	4	4	4	4	4	4	4	4	4	44
15	5	4	5	5	5	5	4	5	5	5	5	53
16	5	4	4	4	5	4	4	4	4	5	4	47
17	5	4	5	5	4	4	4	4	5	4	4	48
18	5	5	5	5	5	5	5	5	5	5	5	55
19	4	4	4	4	4	4	4	4	4	4	4	44
20	3	3	3	3	3	2	3	2	2	3	3	30
21	3	3	3	3	3	3	3	3	3	2	2	31
22	3	3	3	3	3	3	2	3	4	3	4	34
23	3	4	3	3	4	3	4	3	3	4	3	37
24	2	2	2	1	1	2	2	2	1	1	2	18
25	3	4	4	5	4	4	4	4	5	4	4	45
26	3	4	3	3	4	3	4	3	3	4	3	37
27	5	4	4	5	4	5	4	3	5	4	5	48
28	5	5	5	5	5	4	5	4	5	5	4	52
29	5	5	5	5	5	5	5	5	5	5	5	55
30	5	4	5	5	5	5	4	5	5	5	5	53
31	4	4	4	4	4	4	4	4	4	2	2	40
32	2	2	2	1	1	2	2	2	1	1	2	18
33	4	4	4	4	4	4	4	4	4	4	4	44
34	5	4	5	5	5	5	4	5	5	5	5	53
35	5	4	4	4	5	4	4	4	4	5	4	47
36	5	4	5	5	4	4	4	4	5	4	4	48
37	5	5	5	5	5	5	5	5	5	2	3	50
38	2	2	4	4	4	4	4	4	4	4	4	40
39	3	4	4	5	4	4	4	4	5	4	4	45

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
40	3	3	4	2	3	1	3	5	2	3	1	30
41	5	5	5	5	5	5	5	4	5	5	5	54
42	2	2	2	1	1	2	2	2	1	1	2	18
43	3	4	4	5	4	4	4	4	5	4	4	45
44	3	4	3	3	4	3	4	3	3	4	3	37
45	5	4	4	5	4	5	4	3	5	4	5	48
46	5	5	5	5	5	4	5	4	5	5	4	52
47	5	5	5	5	5	5	5	5	5	5	5	55
48	5	4	5	5	5	5	4	5	5	5	5	53
49	3	3	3	3	3	2	3	2	2	3	3	30
50	3	3	3	3	3	3	3	3	3	2	2	31
51	3	3	3	3	3	3	2	3	4	3	4	34
52	3	4	3	3	4	3	4	3	3	4	3	37
53	5	4	5	5	5	5	4	5	5	5	5	53
54	5	4	4	4	5	4	4	4	4	5	4	47
55	5	4	5	5	4	4	4	4	5	4	4	48
56	5	5	5	5	5	5	5	5	5	5	5	55
57	2	3	4	2	4	4	4	4	4	4	4	39
58	3	4	4	5	3	4	4	3	5	3	4	42
59	3	3	4	2	3	1	3	5	2	3	1	30
60	5	5	5	5	5	5	5	4	5	5	5	54
61	3	3	3	3	3	2	3	2	2	3	3	30
62	3	3	3	3	3	3	3	3	3	2	2	31
63	3	3	3	3	3	3	2	3	4	3	4	34
64	2	2	2	1	1	2	2	2	1	1	2	18
65	3	4	4	5	4	4	4	4	5	4	4	45
66	3	4	3	3	4	3	4	3	3	4	3	37
67	4	4	5	5	5	5	5	5	5	5	5	53
68	2	2	2	1	1	2	2	2	1	1	2	18
69	3	4	4	5	4	4	4	4	5	4	4	45
70	3	4	3	3	4	3	4	3	3	4	3	37
71	3	4	4	5	3	4	4	3	5	3	4	42
72	4	4	4	4	2	3	3	4	4	4	4	40
73	4	4	2	2	2	4	4	4	4	4	4	38
74	5	4	5	5	5	5	4	5	5	5	5	53
75	5	4	4	4	5	4	4	4	4	5	4	47
76	2	2	2	1	1	2	2	2	1	1	2	18
77	3	3	3	3	3	2	3	2	2	3	3	30
78	3	3	3	3	3	3	3	3	3	2	2	31
79	3	3	3	3	3	3	2	3	4	3	4	34
80	3	4	3	3	4	3	4	3	3	4	3	37

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
81	4	4	4	2	2	2	2	4	2	4	4	34
82	5	4	2	4	4	3	2	4	4	4	4	40
83	5	4	5	5	5	5	4	5	5	5	5	53
84	5	4	4	4	5	4	4	4	4	5	4	47
85	5	5	5	5	5	5	4	4	4	4	5	51
86	5	5	5	4	5	5	4	5	4	5	5	52
87	4	4	4	4	2	4	2	2	2	4	4	36
88	3	4	4	5	3	4	4	3	5	3	4	42
89	3	3	4	2	3	1	3	5	2	3	1	30
90	5	5	5	5	5	5	5	4	5	5	5	54
91	5	5	5	5	5	5	4	4	4	4	5	51
92	2	4	2	2	2	2	4	4	4	4	4	34
93	3	4	4	5	3	4	4	3	5	3	4	42
94	4	4	3	2	3	2	4	4	4	4	4	38
95	4	4	4	4	4	4	2	2	4	4	4	40
96	5	4	5	5	5	5	4	5	5	5	5	53
97	5	4	4	4	5	4	4	4	4	5	4	47
98	2	2	2	1	1	2	2	2	1	1	2	18
99	3	3	3	3	3	2	3	2	2	3	3	30
100	3	3	3	3	3	3	3	3	3	2	2	31
101	3	3	3	3	3	3	2	3	4	3	4	34
102	3	4	3	3	4	3	4	3	3	4	3	37
103	4	4	4	4	4	4	4	4	4	4	4	44
104	4	4	4	4	2	5	4	4	4	4	4	43
105	5	4	5	5	5	5	4	5	5	5	5	53
106	5	4	4	4	5	4	4	4	4	5	4	47
107	5	5	5	5	5	5	5	5	5	2	3	50
108	5	5	5	5	5	5	5	5	5	5	5	55
109	4	4	1	2	2	4	4	4	4	4	4	37
110	4	4	4	4	2	5	4	4	4	4	4	43
111	3	3	4	2	3	1	3	5	2	3	1	30
112	5	5	5	5	5	5	5	4	5	5	5	54
113	5	4	4	4	5	4	4	4	4	5	4	47
114	5	4	5	5	4	4	4	4	5	4	4	48
115	5	5	5	5	5	5	5	5	5	5	5	55
116	4	4	4	4	4	1	1	4	4	4	4	38
117	3	4	4	5	3	4	4	3	5	3	4	42
118	3	3	4	2	3	1	3	5	2	3	1	30
119	5	5	5	5	5	5	5	4	5	5	5	54
120	2	3	3	3	3	3	3	3	3	3	3	32
121	3	3	3	3	3	3	2	2	3	3	3	31

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
122	1	1	2	2	3	3	3	3	3	3	3	27
123	3	4	3	3	4	3	4	3	3	4	3	37
124	5	4	4	5	4	5	4	3	5	4	5	48
125	5	5	5	5	5	4	5	4	5	5	4	52
126	5	5	5	5	2	2	2	5	5	5	5	46
127	5	4	5	5	5	5	4	5	5	5	5	53
128	4	4	4	2	2	2	1	1	4	4	4	32
129	4	4	4	1	1	2	4	4	4	4	4	36
130	4	4	4	4	4	4	2	2	1	3	4	36
131	5	4	5	5	5	5	4	5	5	5	5	53
132	5	4	4	4	5	4	4	4	4	5	4	47
133	5	4	5	5	4	4	4	4	5	4	4	48
134	5	5	5	5	5	5	5	5	5	5	5	55
135	4	4	4	4	4	4	4	4	4	2	1	39
136	3	4	4	5	3	4	4	3	5	3	4	42
137	3	3	4	2	3	1	3	5	2	3	1	30
138	3	3	3	3	3	3	2	3	2	1	1	27
139	3	3	3	3	3	3	3	3	3	2	2	31
140	3	3	3	3	3	3	2	3	4	3	4	34
141	3	4	3	3	4	3	4	3	3	4	3	37
142	4	4	1	1	2	2	4	4	4	4	4	34
143	3	4	4	5	3	4	4	3	5	3	4	42
144	3	3	4	2	3	1	3	5	2	3	1	30
145	5	5	5	5	5	5	5	4	5	5	5	54
146	4	4	4	4	4	4	4	4	4	2	1	39
147	3	3	3	3	3	3	2	2	2	2	3	29
148	3	3	3	3	3	3	2	3	2	1	1	27
149	3	4	3	3	4	3	4	3	3	4	3	37
150	5	4	4	5	4	5	4	3	5	4	5	48
151	5	5	5	5	5	4	5	4	5	5	4	52
152	5	5	1	1	2	2	2	5	5	5	5	38
153	5	4	5	5	5	5	4	5	5	5	5	53
154	4	4	4	1	3	2	1	4	4	4	4	35
155	4	2	2	4	4	2	4	2	4	4	4	36
156	2	1	2	4	2	4	4	4	4	4	4	35
157	5	4	5	5	5	5	4	5	5	5	5	53
158	5	4	4	4	5	4	4	4	4	5	4	47
159	5	4	5	5	4	4	4	4	5	4	4	48
160	5	5	5	5	5	2	2	2	5	5	5	46
161	4	4	4	4	4	4	4	4	4	4	4	44
162	3	4	4	5	3	4	4	3	5	3	4	42











No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
327	3	4	3	3	4	3	4	3	3	4	3	37
328	5	4	4	5	4	5	4	3	5	4	5	48
329	5	5	5	5	5	4	5	4	5	5	4	52
330	5	5	5	5	5	5	5	5	5	5	5	55
331	3	4	4	5	3	4	4	3	5	3	4	42
332	3	3	4	2	3	1	3	5	2	3	1	30
333	5	5	5	5	5	5	5	4	5	5	5	54
334	3	3	3	3	3	3	3	3	3	3	3	33
335	2	2	2	1	1	2	2	2	1	1	2	18
336	3	3	3	3	3	3	3	3	3	3	3	33
337	3	4	3	3	4	3	4	3	3	4	3	37
338	5	4	4	5	4	5	4	3	5	4	5	48
339	5	5	5	5	5	4	5	4	5	5	4	52
340	5	5	5	5	5	5	5	5	5	5	5	55
341	3	4	4	5	3	4	4	3	5	3	4	42
342	3	3	4	2	3	1	3	5	2	3	1	30
343	5	5	5	5	5	5	5	4	5	5	5	54
344	3	3	3	3	3	3	3	3	3	3	3	33
345	2	2	2	1	1	2	2	2	1	1	2	18
346	3	3	3	3	3	3	3	3	3	3	3	33
347	3	4	3	3	4	3	4	3	3	4	3	37
348	3	3	4	2	3	1	3	5	2	3	1	30
349	5	5	5	5	5	5	5	4	5	5	5	54
350	3	3	3	3	3	3	3	3	3	3	3	33
351	2	2	2	1	1	2	2	2	1	1	2	18
352	3	3	3	3	3	3	3	3	3	3	3	33
353	3	4	3	3	4	3	4	3	3	4	3	37
354	5	4	4	5	4	5	4	3	5	4	5	48
355	5	5	5	5	5	4	5	4	5	5	4	52
356	5	5	5	5	5	5	5	5	5	5	5	55
357	3	4	4	5	3	4	4	3	5	3	4	42
358	3	3	4	2	3	1	3	5	2	3	1	30
359	5	5	5	5	5	5	5	4	5	5	5	54
360	3	3	3	3	3	3	3	3	3	3	3	33
361	2	2	2	1	1	2	2	2	1	1	2	18
362	3	3	3	3	3	3	3	3	3	3	3	33
363	3	4	3	3	4	3	4	3	3	4	3	37
364	5	4	4	5	4	5	4	3	5	4	5	48
365	5	5	5	5	5	4	5	4	5	5	4	52
366	5	5	5	5	5	5	5	5	5	5	5	55
367	3	4	4	5	3	4	4	3	5	3	4	42

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	TotalX1
368	3	3	4	2	3	1	3	5	2	3	1	30
369	5	5	5	5	5	5	5	4	5	5	5	54
370	3	3	3	3	3	3	3	3	3	3	3	33
371	2	2	2	1	1	2	2	2	1	1	2	18
372	3	3	3	3	3	3	3	3	3	3	3	33
373	3	4	3	3	4	3	4	3	3	4	3	37
374	5	5	5	5	5	5	5	5	5	5	5	55
375	4	4	4	4	4	4	4	4	4	4	4	44
376	3	4	4	5	3	4	4	3	5	3	4	42
377	4	4	4	4	4	4	4	4	4	4	4	44
378	2	2	2	1	1	2	2	2	1	1	2	18
379	5	4	5	5	5	5	4	5	5	5	5	53
380	5	4	4	4	5	4	4	4	4	5	4	47
381	2	2	2	1	1	2	2	2	1	1	2	18
382	3	3	3	3	3	2	3	2	2	3	3	30
383	3	3	3	3	3	3	3	3	3	2	2	31
384	3	3	3	3	3	3	2	3	4	3	4	34
385	3	4	3	3	4	3	4	3	3	4	3	37
Total	1432	1447	1454	1408	1391	1345	1415	1376	1425	1396	1359	











No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	TotalX2
164	2	2	2	1	1	2	2	2	2	16
165	4	4	4	4	4	4	4	4	4	36
166	5	4	5	5	5	5	5	5	5	44
167	5	4	4	4	5	4	4	4	4	38
168	5	4	5	5	4	4	5	4	5	41
169	5	5	5	5	5	5	5	5	5	45
170	4	4	4	4	4	4	4	4	4	36
171	5	4	5	5	5	5	5	5	5	44
172	5	4	4	4	5	4	4	4	4	38
173	2	2	2	1	2	2	2	2	1	16
174	4	4	4	4	4	4	4	4	4	36
175	3	4	4	5	4	4	4	4	5	37
176	3	3	3	3	3	3	3	3	3	27
177	4	4	4	4	4	4	4	4	4	36
178	2	2	2	1	1	2	2	2	2	16
179	4	4	4	4	4	4	4	4	4	36
180	5	4	5	5	5	5	5	5	5	44
181	5	4	4	4	5	4	4	4	4	38
182	5	4	5	5	4	4	5	4	5	41
183	3	3	4	2	3	2	4	1	2	24
184	5	5	5	5	5	5	5	5	5	45
185	3	3	3	3	3	3	3	3	3	27
186	2	2	2	1	1	2	2	2	1	15
187	3	3	3	3	3	3	3	3	3	27
188	3	4	3	3	4	3	3	3	3	29
189	5	4	4	5	4	5	4	5	5	41
190	5	5	5	5	5	4	5	4	5	43
191	5	5	5	5	5	5	5	5	5	45
192	5	4	5	5	5	5	5	5	5	44
193	3	4	4	5	4	4	4	4	5	37
194	3	3	3	3	3	3	3	3	3	27
195	4	4	4	4	4	4	4	4	4	36
196	5	5	5	5	5	4	5	4	5	43
197	3	4	4	5	4	4	4	4	5	37
198	3	3	3	3	3	3	3	3	3	27
199	4	4	4	4	4	4	4	4	4	36
200	2	2	2	1	1	2	2	2	2	16
201	4	4	4	4	4	4	4	4	4	36
202	5	4	5	5	5	5	5	5	5	44
203	3	4	4	5	3	4	4	4	5	36
204	3	3	4	2	3	2	4	1	2	24





No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	TotalX2
287	2	2	2	1	1	2	2	2	2	16
288	4	4	4	4	4	4	4	4	4	36
289	5	4	5	5	5	5	5	5	5	44
290	5	4	4	4	5	4	4	4	4	38
291	5	4	5	5	4	4	5	4	5	41
292	5	5	5	5	5	5	5	5	5	45
293	4	4	4	4	4	4	4	4	4	36
294	3	4	4	5	3	4	4	4	5	36
295	3	3	4	2	3	2	4	1	2	24
296	5	5	5	5	5	5	5	5	5	45
297	3	3	3	3	3	3	3	3	3	27
298	2	2	2	1	1	2	2	2	1	15
299	3	3	3	3	3	3	3	3	3	27
300	3	4	3	3	4	3	3	3	3	29
301	5	4	4	5	4	5	4	5	5	41
302	5	5	5	5	5	4	5	4	5	43
303	5	5	5	5	5	5	5	5	5	45
304	5	4	5	5	5	5	5	5	5	44
305	3	4	4	5	4	4	4	4	5	37
306	3	3	3	3	3	3	3	3	3	27
307	4	4	4	4	4	4	4	4	4	36
308	2	2	2	1	1	2	2	2	2	16
309	4	4	4	4	4	4	4	4	4	36
310	5	4	5	5	5	5	5	5	5	44
311	5	4	4	4	5	4	4	4	4	38
312	5	4	5	5	4	4	5	4	5	41
313	5	5	5	5	5	5	5	5	5	45
314	4	4	4	4	4	4	4	4	4	36
315	3	4	4	5	3	4	4	4	5	36
316	5	5	5	5	5	5	5	5	5	45
317	4	4	4	4	4	4	4	4	4	36
318	3	4	4	5	3	4	4	4	5	36
319	4	4	4	4	4	4	4	4	4	36
320	2	2	2	1	1	2	2	2	2	16
321	5	4	5	5	5	5	5	5	5	44
322	5	4	4	4	5	4	4	4	4	38
323	2	2	2	1	2	2	2	2	1	16
324	2	2	2	1	1	2	2	2	2	16
325	4	4	4	4	4	4	4	4	4	36
326	5	4	5	5	5	5	5	5	5	44
327	3	4	4	5	3	4	4	4	5	36

No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	TotalX2
328	3	3	4	2	3	2	4	1	2	24
329	5	5	5	5	5	5	5	5	5	45
330	3	3	3	3	3	3	3	3	3	27
331	2	2	2	1	1	2	2	2	1	15
332	3	3	3	3	3	3	3	3	3	27
333	3	4	3	3	4	3	3	3	3	29
334	5	4	4	5	4	5	4	5	5	41
335	5	5	5	5	5	4	5	4	5	43
336	5	5	5	5	5	5	5	5	5	45
337	5	4	5	5	5	5	5	5	5	44
338	3	4	4	5	4	4	4	4	5	37
339	3	3	3	3	3	3	3	3	3	27
340	4	4	4	4	4	4	4	4	4	36
341	2	2	2	1	1	2	2	2	2	16
342	4	4	4	4	4	4	4	4	4	36
343	5	4	5	5	5	5	5	5	5	44
344	5	4	4	4	5	4	4	4	4	38
345	5	4	5	5	4	4	5	4	5	41
346	5	5	5	5	5	5	5	5	5	45
347	4	4	4	4	4	4	4	4	4	36
348	5	4	4	4	5	4	4	4	4	38
349	2	2	2	1	2	2	2	2	1	16
350	4	4	4	4	4	4	4	4	4	36
351	3	4	4	5	4	4	4	4	5	37
352	3	3	3	3	3	3	3	3	3	27
353	4	4	4	4	4	4	4	4	4	36
354	2	2	2	1	1	2	2	2	2	16
355	4	4	4	4	4	4	4	4	4	36
356	5	4	5	5	5	5	5	5	5	44
357	3	4	4	5	3	4	4	4	5	36
358	3	3	4	2	3	2	4	1	2	24
359	5	5	5	5	5	5	5	5	5	45
360	3	3	3	3	3	3	3	3	3	27
361	2	2	2	1	1	2	2	2	1	15
362	3	3	3	3	3	3	3	3	3	27
363	3	4	3	3	4	3	3	3	3	29
364	4	4	4	4	4	4	4	4	4	36
365	2	2	2	1	1	2	2	2	2	16
366	4	4	4	4	4	4	4	4	4	36
367	5	4	5	5	5	5	5	5	5	44
368	5	4	4	4	5	4	4	4	4	38

No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	TotalX2
369	5	4	5	5	4	4	5	4	5	41
370	5	5	5	5	5	5	5	5	5	45
371	4	4	4	4	4	4	4	4	4	36
372	3	4	4	5	3	4	4	4	5	36
373	3	3	4	2	3	2	4	1	2	24
374	5	5	5	5	5	5	5	5	5	45
375	3	3	3	3	3	3	3	3	3	27
376	2	2	2	1	1	2	2	2	1	15
377	3	3	3	3	3	3	3	3	3	27
378	3	4	3	3	4	3	3	3	3	29
379	5	4	4	5	4	5	4	5	5	41
380	5	5	5	5	5	4	5	4	5	43
381	5	5	5	5	5	5	5	5	5	45
382	5	4	5	5	5	5	5	5	5	44
383	3	4	4	5	4	4	4	4	5	37
384	3	3	3	3	3	3	3	3	3	27
385	4	4	4	4	4	4	4	4	4	36
Total	1468	1432	1485	1454	1433	1436	1485	1423	1480	



**HASIL TABULASI RESPONDEN VARIABEL HARGA (X3)**

No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
1	4	4	4	3	4	4	4	27
2	5	5	5	5	5	5	5	35
3	4	4	4	4	4	3	4	27
4	4	4	4	4	4	4	4	28
5	4	4	4	5	4	4	4	29
6	5	5	5	5	5	5	5	35
7	4	4	4	4	4	3	4	27
8	2	2	2	3	2	2	2	15
9	4	4	4	4	4	4	4	28
10	4	3	3	5	4	3	4	26
11	2	3	3	3	2	3	3	19
12	2	2	2	3	2	2	2	15
13	4	5	5	5	4	5	4	32
14	4	5	5	4	4	4	4	30
15	4	3	3	5	4	3	4	26
16	3	5	5	5	3	3	4	28
17	4	4	4	4	4	3	4	27
18	4	4	4	4	4	4	4	28
19	4	4	4	5	4	4	4	29
20	3	4	4	3	3	3	4	24
21	4	3	4	4	4	5	4	28
22	5	5	5	5	5	5	5	35
23	4	4	4	4	4	3	4	27
24	4	4	4	2	2	2	2	20
25	4	4	4	5	4	4	4	29
26	3	4	4	3	3	3	3	23
27	4	3	4	4	4	5	4	28
28	5	5	5	5	5	4	5	34
29	2	2	2	3	2	2	2	15
30	5	4	5	5	5	4	5	33
31	5	4	4	4	5	5	5	32
32	2	3	3	3	2	3	3	19
33	2	2	2	3	2	2	2	15
34	5	5	5	4	4	5	5	33
35	4	5	5	4	4	4	4	30
36	5	4	4	5	5	5	4	32
37	3	5	5	5	3	2	4	27
38	2	2	2	3	2	2	2	15
39	5	5	5	5	5	5	5	35
40	4	2	2	2	4	5	4	23

No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
41	4	3	3	5	4	3	4	26
42	4	4	4	3	4	4	4	27
43	5	4	5	4	5	5	5	33
44	4	4	4	4	4	3	4	27
45	3	2	4	4	4	4	4	25
46	4	4	4	5	4	3	3	27
47	5	5	4	5	5	4	5	33
48	4	4	4	4	4	3	4	27
49	2	2	2	3	2	2	2	15
50	4	4	4	3	2	4	4	25
51	2	2	2	3	2	2	2	15
52	2	3	3	3	2	3	3	19
53	4	3	3	5	4	3	3	25
54	4	4	4	3	4	4	4	27
55	5	5	5	5	5	5	5	35
56	4	4	4	4	4	3	4	27
57	4	4	4	4	4	4	4	28
58	4	4	4	5	4	4	4	29
59	3	4	4	3	3	3	4	24
60	4	3	4	4	4	5	4	28
61	4	4	4	4	4	2	2	24
62	4	4	4	2	2	4	4	24
63	3	4	4	3	3	3	3	23
64	4	2	4	4	4	5	4	27
65	5	5	5	5	5	4	5	34
66	5	5	5	4	4	5	5	33
67	2	2	2	3	2	2	2	15
68	5	4	4	4	5	5	5	32
69	2	3	3	3	2	3	3	19
70	2	2	2	3	2	2	2	15
71	4	4	4	4	4	4	4	28
72	5	4	4	4	5	5	4	31
73	2	3	3	3	2	3	3	19
74	4	3	3	5	4	3	3	25
75	4	4	4	3	4	4	4	27
76	5	5	5	5	5	5	5	35
77	4	4	4	4	4	3	4	27
78	4	4	4	4	4	4	4	28
79	4	4	4	5	4	4	4	29
80	3	4	4	3	3	3	4	24
81	4	3	4	4	4	5	4	28







No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
205	5	4	4	4	5	5	4	31
206	2	3	3	3	2	3	3	19
207	4	3	3	5	4	3	3	25
208	4	4	4	3	4	4	4	27
209	5	5	5	5	5	5	5	35
210	4	4	4	4	4	3	4	27
211	4	4	4	4	4	4	4	28
212	4	4	4	5	4	4	4	29
213	3	4	4	3	3	3	4	24
214	4	3	4	4	4	5	4	28
215	2	3	3	3	2	3	3	19
216	5	5	5	5	5	2	5	32
217	5	5	5	5	2	2	2	26
218	4	5	5	4	4	4	4	30
219	3	4	4	3	3	3	3	23
220	3	5	5	5	3	3	5	29
221	4	3	3	5	4	3	3	25
222	4	4	4	3	4	4	4	27
223	5	5	5	5	5	5	5	35
224	4	4	4	4	4	3	4	27
225	4	4	4	4	4	4	4	28
226	4	4	4	5	4	4	4	29
227	3	4	4	3	3	3	4	24
228	4	3	4	4	4	5	4	28
229	3	4	4	3	3	3	3	23
230	4	3	3	5	4	3	3	25
231	4	4	4	3	4	4	4	27
232	5	5	5	5	5	5	5	35
233	4	4	4	4	4	3	4	27
234	4	4	4	4	4	4	4	28
235	4	4	4	5	4	4	4	29
236	3	4	4	3	3	3	4	24
237	4	3	4	4	4	5	4	28
238	4	4	4	5	4	4	4	29
239	3	4	4	3	3	3	3	23
240	4	4	4	4	4	4	4	28
241	5	4	4	4	5	5	4	31
242	2	3	3	3	2	3	3	19
243	5	5	5	5	5	2	5	32
244	5	5	5	5	5	5	5	35
245	4	5	5	4	4	4	5	31

No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
246	5	4	4	5	5	5	4	32
247	3	5	5	5	3	3	5	29
248	5	4	4	4	5	5	5	32
249	2	3	3	3	2	3	3	19
250	4	3	3	5	4	3	3	25
251	4	4	4	3	4	4	4	27
252	5	5	5	5	5	5	5	35
253	4	4	4	4	4	3	4	27
254	4	4	4	4	4	4	4	28
255	4	4	4	5	4	4	4	29
256	3	4	4	3	3	3	4	24
257	4	3	4	4	4	5	4	28
258	4	4	4	4	4	4	4	28
259	4	3	3	5	4	3	4	26
260	3	4	4	3	3	3	3	23
261	4	3	4	4	4	5	4	28
262	4	3	3	5	4	3	3	25
263	4	4	4	3	4	4	4	27
264	5	5	5	5	5	5	5	35
265	4	4	4	4	4	3	4	27
266	4	4	4	4	4	4	4	28
267	4	4	4	5	4	4	4	29
268	3	4	4	3	3	3	4	24
269	4	3	4	4	4	5	4	28
270	2	2	2	3	2	2	2	15
271	4	4	4	4	4	4	4	28
272	5	4	4	4	5	5	4	31
273	2	3	3	3	2	3	3	19
274	5	5	5	5	5	2	5	32
275	5	5	5	5	5	5	5	35
276	4	5	5	4	4	4	5	31
277	5	4	4	5	5	5	4	32
278	3	5	5	5	3	3	5	29
279	4	3	3	5	4	3	4	26
280	5	5	5	5	5	5	5	35
281	4	4	4	4	4	3	4	27
282	2	2	2	3	2	2	2	15
283	4	4	4	4	4	4	4	28
284	5	4	4	4	5	5	5	32
285	2	3	3	3	2	3	3	19
286	2	2	2	3	2	2	2	15

No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
287	4	4	4	4	4	4	4	28
288	5	4	4	4	5	5	4	31
289	2	3	3	3	2	3	3	19
290	5	5	5	5	5	2	5	32
291	5	5	5	5	5	5	5	35
292	4	5	5	4	4	4	5	31
293	5	4	4	5	5	5	4	32
294	3	5	5	5	3	3	5	29
295	4	4	4	3	4	4	4	27
296	5	5	5	5	5	5	5	35
297	4	4	4	4	4	3	4	27
298	4	4	4	4	4	4	4	28
299	4	4	4	5	4	4	4	29
300	3	4	4	3	3	3	3	23
301	4	3	4	4	4	5	4	28
302	5	5	5	5	5	4	5	34
303	5	5	5	5	5	5	5	35
304	5	4	5	5	5	4	5	33
305	2	2	2	3	2	2	2	15
306	2	3	3	3	2	3	3	19
307	5	5	5	5	5	2	5	32
308	5	5	5	5	5	5	5	35
309	4	5	5	4	4	4	4	30
310	5	4	4	5	5	5	4	32
311	3	5	5	5	3	3	5	29
312	5	5	5	5	5	5	5	35
313	5	5	5	5	5	5	5	35
314	4	4	4	4	4	5	4	29
315	4	3	3	5	4	3	4	26
316	4	4	4	3	4	4	4	27
317	4	4	4	4	4	4	4	28
318	5	4	4	4	5	5	4	31
319	2	3	3	3	2	3	3	19
320	5	5	5	5	5	2	5	32
321	5	5	5	5	5	5	5	35
322	4	5	5	4	4	4	5	31
323	5	4	4	5	5	5	4	32
324	3	5	5	5	3	3	5	29
325	4	5	5	4	4	4	4	30
326	2	2	2	3	2	2	2	15
327	4	3	3	5	4	3	4	26



No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
328	4	4	4	3	4	4	4	27
329	5	5	5	5	5	5	5	35
330	4	4	4	4	4	3	4	27
331	4	4	4	4	4	4	4	28
332	4	4	4	5	4	4	4	29
333	3	4	4	3	3	3	3	23
334	4	4	4	4	4	4	4	28
335	5	4	4	4	5	5	4	31
336	2	3	3	3	2	3	3	19
337	5	5	5	5	5	2	5	32
338	5	5	5	5	5	5	5	35
339	4	5	5	4	4	4	5	31
340	5	4	4	5	5	5	4	32
341	3	5	5	5	3	3	5	29
342	4	5	5	4	4	4	4	30
343	2	2	2	3	2	2	2	15
344	3	5	5	5	3	3	5	29
345	5	5	5	5	5	5	5	35
346	5	5	5	5	5	5	5	35
347	4	4	4	4	4	5	4	29
348	4	4	4	4	4	3	4	27
349	2	2	2	3	2	2	2	15
350	4	4	4	4	4	4	4	28
351	2	2	2	3	2	2	2	15
352	2	3	3	3	2	3	3	19
353	5	5	5	5	5	2	5	32
354	2	2	2	3	2	2	2	15
355	4	5	5	4	4	4	4	30
356	2	2	2	3	2	2	2	15
357	4	3	3	5	4	3	4	26
358	4	4	4	3	4	4	4	27
359	5	5	5	5	5	5	5	35
360	4	4	4	4	4	3	4	27
361	4	4	4	4	4	4	4	28
362	4	4	4	5	4	4	4	29
363	3	4	4	3	3	3	3	23
364	2	2	2	3	2	2	2	15
365	5	5	5	5	5	5	5	35
366	4	5	5	4	4	4	4	30
367	2	2	2	3	2	2	2	15
368	3	5	5	5	3	3	5	29

No	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TotalX3
369	2	2	2	3	2	2	2	15
370	5	5	5	5	5	5	5	35
371	4	4	4	4	4	5	4	29
372	4	3	3	5	4	3	4	26
373	4	4	4	3	4	4	4	27
374	5	5	5	5	5	5	5	35
375	4	4	4	4	4	3	4	27
376	4	4	4	4	4	4	4	28
377	4	4	4	5	4	4	4	29
378	3	4	4	3	3	3	3	23
379	4	3	4	4	4	5	4	28
380	5	5	5	5	5	4	5	34
381	5	5	5	5	5	5	5	35
382	5	4	5	5	5	4	5	33
383	5	4	4	4	5	5	5	32
384	2	3	3	3	2	3	3	19
385	2	2	2	3	2	2	2	15
Total	1485	1505	1534	1572	1473	1433	1518	

**HASIL TABULASI RESPONDEN VARIABEL LOKASI (X4)**

No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
1	4	4	4	3	4	4	4	3	3	33
2	5	5	5	5	5	5	5	4	5	44
3	4	4	4	4	4	3	4	4	3	34
4	4	4	4	4	4	4	4	4	3	35
5	4	4	4	5	4	4	4	5	3	37
6	5	5	5	5	5	5	5	5	2	42
7	4	4	4	4	4	3	4	4	4	35
8	2	2	2	3	2	2	2	2	3	20
9	4	4	4	4	4	4	4	4	4	36
10	5	4	4	4	5	5	5	4	3	39
11	2	3	3	3	2	3	3	5	3	27
12	5	5	5	5	5	2	5	5	4	41
13	5	5	5	5	5	5	5	5	3	43
14	4	5	5	4	4	4	4	4	4	38
15	5	4	4	5	5	5	4	4	5	41
16	3	5	5	5	3	3	5	5	4	38
17	5	5	5	5	5	5	5	5	4	44
18	5	5	5	5	5	5	5	5	5	45
19	4	4	4	4	4	5	4	5	4	38
20	4	3	3	5	4	3	4	3	4	33
21	4	4	4	3	4	4	4	3	3	33
22	5	5	5	5	5	5	5	4	5	44
23	4	4	4	4	4	3	4	4	3	34
24	4	4	4	4	4	4	4	4	3	35
25	4	4	4	5	4	4	4	5	3	37
26	3	4	4	3	3	3	3	4	3	30
27	4	3	4	4	4	5	4	5	4	37
28	5	5	5	5	5	4	5	5	5	44
29	5	5	5	5	5	5	5	5	5	45
30	5	4	5	5	5	4	5	5	4	42
31	5	4	4	4	5	5	5	4	3	39
32	2	3	3	3	2	3	3	5	3	27
33	5	5	5	5	5	2	5	5	4	41
34	5	5	5	5	5	5	5	5	3	43
35	4	5	5	4	4	4	4	4	4	38
36	5	4	4	5	5	5	4	4	5	41
37	3	5	5	5	3	3	5	5	4	38
38	5	5	5	5	5	5	5	5	4	44
39	5	5	5	5	5	5	5	5	5	45
40	4	4	4	4	4	5	4	5	4	38





No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
123	5	4	5	5	5	4	5	5	4	42
124	4	4	4	3	4	4	4	3	3	33
125	5	5	5	5	5	5	5	4	5	44
126	4	4	4	4	4	3	4	4	3	34
127	4	4	4	4	4	4	4	4	3	35
128	4	4	4	5	4	4	4	5	3	37
129	5	5	5	5	5	5	5	5	2	42
130	4	4	4	4	4	3	4	4	4	35
131	2	2	2	3	2	2	2	2	3	20
132	4	4	4	4	4	4	4	4	4	36
133	5	4	4	4	5	5	5	4	3	39
134	2	3	3	3	2	3	3	5	3	27
135	5	5	5	5	5	2	5	5	4	41
136	5	5	5	5	5	5	5	5	3	43
137	4	5	5	4	4	4	4	4	4	38
138	5	4	4	5	5	5	4	4	5	41
139	4	3	3	5	4	3	4	3	4	33
140	4	4	4	3	4	4	4	3	3	33
141	5	5	5	5	5	5	5	4	5	44
142	4	4	4	4	4	3	4	4	3	34
143	5	5	5	5	5	5	5	5	5	45
144	5	4	5	5	5	4	5	5	4	42
145	4	4	4	3	4	4	4	3	3	33
146	5	5	5	5	5	5	5	4	5	44
147	4	4	4	4	4	3	4	4	3	34
148	4	4	4	4	4	4	4	4	3	35
149	4	4	4	5	4	4	4	5	3	37
150	5	5	5	5	5	5	5	5	2	42
151	4	4	4	4	4	3	4	4	4	35
152	2	2	2	3	2	2	2	2	3	20
153	4	4	4	4	4	4	4	4	4	36
154	5	4	4	4	5	5	5	4	3	39
155	2	3	3	3	2	3	3	5	3	27
156	5	5	5	5	5	2	5	5	4	41
157	5	5	5	5	5	5	5	5	3	43
158	4	5	5	4	4	4	4	4	4	38
159	5	4	4	5	5	5	4	4	5	41
160	4	3	3	5	4	3	4	3	4	33
161	4	4	4	3	4	4	4	3	3	33
162	5	5	5	5	5	5	5	4	5	44
163	4	4	4	4	4	3	4	4	3	34

No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
164	4	4	4	4	4	4	4	4	3	35
165	4	4	4	5	4	4	4	5	3	37
166	3	4	4	3	3	3	3	4	3	30
167	4	3	4	4	4	5	4	5	4	37
168	5	5	5	5	5	4	5	5	5	44
169	5	5	5	5	5	5	5	5	5	45
170	5	4	5	5	5	4	5	5	4	42
171	5	5	5	5	5	5	5	5	2	42
172	4	4	4	4	4	3	4	4	4	35
173	2	2	2	3	2	2	2	2	3	20
174	4	4	4	4	4	4	4	4	4	36
175	5	4	4	4	5	5	5	4	3	39
176	2	3	3	3	2	3	3	5	3	27
177	5	5	5	5	5	2	5	5	4	41
178	5	5	5	5	5	5	5	5	3	43
179	4	5	5	4	4	4	4	4	4	38
180	5	4	4	5	5	5	4	4	5	41
181	3	5	5	5	3	3	5	5	4	38
182	5	5	5	5	5	5	5	5	4	44
183	4	4	4	4	4	3	4	4	4	35
184	2	2	2	3	2	2	2	2	3	20
185	4	4	4	4	4	4	4	4	4	36
186	5	4	4	4	5	5	5	4	3	39
187	2	3	3	3	2	3	3	5	3	27
188	5	5	5	5	5	2	5	5	4	41
189	5	5	5	5	5	5	5	5	3	43
190	4	5	5	4	4	4	4	4	4	38
191	5	4	4	5	5	5	4	4	5	41
192	4	3	3	5	4	3	4	3	4	33
193	4	4	4	3	4	4	4	3	3	33
194	5	5	5	5	5	5	5	4	5	44
195	4	4	4	4	4	3	4	4	3	34
196	5	5	5	5	5	5	5	5	5	45
197	5	4	5	5	5	4	5	5	4	42
198	4	4	4	3	4	4	4	3	3	33
199	5	5	5	5	5	5	5	4	5	44
200	4	4	4	4	4	3	4	4	3	34
201	4	4	4	4	4	4	4	4	3	35
202	4	4	4	5	4	4	4	5	3	37
203	5	5	5	5	5	5	5	5	2	42
204	4	4	4	4	4	3	4	4	4	35

No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
205	2	2	2	3	2	2	2	2	3	20
206	4	4	4	4	4	4	4	4	4	36
207	5	4	4	4	5	5	5	4	3	39
208	2	3	3	3	2	3	3	5	3	27
209	5	5	5	5	5	2	5	5	4	41
210	5	5	5	5	5	5	5	5	3	43
211	4	5	5	4	4	4	4	4	4	38
212	5	4	4	5	5	5	4	4	5	41
213	4	3	3	5	4	3	4	3	4	33
214	4	4	4	3	4	4	4	3	3	33
215	5	5	5	5	5	5	5	4	5	44
216	4	4	4	4	4	3	4	4	3	34
217	4	4	4	4	4	4	4	4	3	35
218	4	4	4	5	4	4	4	5	3	37
219	3	4	4	3	3	3	3	4	3	30
220	4	3	4	4	4	5	4	5	4	37
221	5	5	5	5	5	4	5	5	5	44
222	5	5	5	5	5	5	5	5	5	45
223	5	4	5	5	5	4	5	5	4	42
224	4	3	4	4	4	5	4	5	4	37
225	5	5	5	5	5	4	5	5	5	44
226	5	5	5	5	5	5	5	5	5	45
227	5	4	5	5	5	4	5	5	4	42
228	4	4	4	3	4	4	4	3	3	33
229	5	5	5	5	5	5	5	4	5	44
230	4	4	4	4	4	3	4	4	3	34
231	4	4	4	4	4	4	4	4	3	35
232	4	4	4	5	4	4	4	5	3	37
233	5	5	5	5	5	5	5	5	2	42
234	4	4	4	4	4	3	4	4	4	35
235	2	2	2	3	2	2	2	2	3	20
236	4	4	4	4	4	4	4	4	4	36
237	5	4	4	4	5	5	5	4	3	39
238	2	3	3	3	2	3	3	5	3	27
239	5	5	5	5	5	2	5	5	4	41
240	5	5	5	5	5	5	5	5	3	43
241	4	5	5	4	4	4	4	4	4	38
242	5	4	4	5	5	5	4	4	5	41
243	4	3	3	5	4	3	4	3	4	33
244	4	4	4	3	4	4	4	3	3	33
245	5	5	5	5	5	5	5	4	5	44



No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
246	4	4	4	4	4	3	4	4	3	34
247	5	5	5	5	5	5	5	5	5	45
248	5	4	5	5	5	4	5	5	4	42
249	4	4	4	3	4	4	4	3	3	33
250	5	5	5	5	5	5	5	4	5	44
251	4	4	4	4	4	3	4	4	3	34
252	4	4	4	4	4	4	4	4	3	35
253	4	4	4	5	4	4	4	5	3	37
254	5	5	5	5	5	5	5	5	2	42
255	4	4	4	4	4	3	4	4	4	35
256	2	2	2	3	2	2	2	2	3	20
257	4	4	4	4	4	4	4	4	4	36
258	5	4	4	4	5	5	5	4	3	39
259	2	3	3	3	2	3	3	5	3	27
260	5	5	5	5	5	2	5	5	4	41
261	5	5	5	5	5	5	5	5	3	43
262	4	5	5	4	4	4	4	4	4	38
263	5	4	4	5	5	5	4	4	5	41
264	4	3	3	5	4	3	4	3	4	33
265	4	4	4	3	4	4	4	3	3	33
266	5	5	5	5	5	5	5	4	5	44
267	4	4	4	4	4	3	4	4	3	34
268	4	4	4	4	4	4	4	4	3	35
269	4	4	4	5	4	4	4	5	3	37
270	3	4	4	3	3	3	3	4	3	30
271	4	3	4	4	4	5	4	5	4	37
272	5	5	5	5	5	4	5	5	5	44
273	5	5	5	5	5	5	5	5	5	45
274	5	4	5	5	5	4	5	5	4	42
275	4	4	4	3	4	4	4	3	3	33
276	5	5	5	5	5	5	5	4	5	44
277	4	4	4	4	4	3	4	4	3	34
278	4	4	4	4	4	4	4	4	3	35
279	4	4	4	5	4	4	4	5	3	37
280	5	5	5	5	5	5	5	5	2	42
281	4	4	4	4	4	3	4	4	4	35
282	2	2	2	3	2	2	2	2	3	20
283	4	4	4	4	4	4	4	4	4	36
284	5	4	4	4	5	5	5	4	3	39
285	2	3	3	3	2	3	3	5	3	27
286	5	5	5	5	5	2	5	5	4	41



No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
328	4	4	4	4	4	3	4	4	4	35
329	2	2	2	3	2	2	2	2	3	20
330	4	4	4	4	4	4	4	4	4	36
331	5	4	4	4	5	5	5	4	3	39
332	2	3	3	3	2	3	3	5	3	27
333	5	5	5	5	5	2	5	5	4	41
334	5	5	5	5	5	5	5	5	3	43
335	4	5	5	4	4	4	4	4	4	38
336	5	4	4	5	5	5	4	4	5	41
337	4	3	3	5	4	3	4	3	4	33
338	4	4	4	3	4	4	4	3	3	33
339	5	5	5	5	5	5	5	4	5	44
340	4	4	4	4	4	3	4	4	3	34
341	4	4	4	4	4	4	4	4	3	35
342	4	4	4	5	4	4	4	5	3	37
343	3	4	4	3	3	3	3	4	3	30
344	4	3	4	4	4	5	4	5	4	37
345	5	5	5	5	5	4	5	5	5	44
346	5	5	5	5	5	5	5	5	5	45
347	5	4	5	5	5	4	5	5	4	42
348	4	3	4	4	4	5	4	5	4	37
349	5	5	5	5	5	4	5	5	5	44
350	5	5	5	5	5	5	5	5	5	45
351	5	4	5	5	5	4	5	5	4	42
352	4	4	4	3	4	4	4	3	3	33
353	5	5	5	5	5	5	5	4	5	44
354	4	4	4	4	4	3	4	4	3	34
355	4	4	4	4	4	4	4	4	3	35
356	4	4	4	5	4	4	4	5	3	37
357	5	5	5	5	5	5	5	5	2	42
358	4	4	4	4	4	3	4	4	4	35
359	2	2	2	3	2	2	2	2	3	20
360	4	4	4	4	4	4	4	4	4	36
361	5	4	4	4	5	5	5	4	3	39
362	2	3	3	3	2	3	3	5	3	27
363	5	5	5	5	5	2	5	5	4	41
364	5	5	5	5	5	2	5	5	4	41
365	5	5	5	5	5	5	5	5	3	43
366	4	5	5	4	4	4	4	4	4	38
367	5	4	4	5	5	5	4	4	5	41
368	3	5	5	5	3	3	5	5	4	38

No	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7	X4.8	X4.9	TotalX4
369	5	5	5	5	5	5	5	5	4	44
370	5	5	5	5	5	5	5	5	5	45
371	4	4	4	4	4	5	4	5	4	38
372	4	3	3	5	4	3	4	3	4	33
373	4	4	4	3	4	4	4	3	3	33
374	5	5	5	5	5	5	5	4	5	44
375	4	4	4	4	4	3	4	4	3	34
376	4	4	4	4	4	4	4	4	3	35
377	4	4	4	5	4	4	4	5	3	37
378	3	4	4	3	3	3	3	4	3	30
379	4	3	4	4	4	5	4	5	4	37
380	5	5	5	5	5	4	5	5	5	44
381	5	5	5	5	5	5	5	5	5	45
382	5	4	5	5	5	4	5	5	4	42
383	5	4	4	4	5	5	5	4	3	39
384	2	3	3	3	2	3	3	5	3	27
385	5	5	5	5	5	2	5	5	4	41
Total	1624	1607	1637	1666	1624	1525	1641	1650	1425	

**HASIL TABULASI RESPONDEN VARIABEL KEPUASAN PELANGGAN(Y)**

No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	totally
1	4	4	4	3	4	4	4	27
2	5	5	5	5	5	5	5	35
3	4	4	4	4	4	3	4	27
4	4	4	4	4	4	4	4	28
5	4	4	4	5	4	4	4	29
6	5	5	5	5	5	5	5	35
7	4	4	4	4	4	3	4	27
8	2	2	2	3	2	2	2	15
9	4	4	4	4	4	4	4	28
10	5	4	4	4	5	5	4	31
11	2	3	3	3	2	3	3	19
12	5	5	5	5	5	2	5	32
13	5	5	5	5	5	5	5	35
14	4	5	5	4	4	4	5	31
15	5	4	4	5	5	5	4	32
16	3	5	5	5	3	3	5	29
17	5	5	5	5	5	5	5	35
18	5	5	5	5	5	5	5	35
19	4	4	4	4	4	5	4	29
20	4	3	3	5	4	3	3	25
21	4	4	4	3	4	4	4	27
22	5	5	5	5	5	5	5	35
23	4	4	4	4	4	3	4	27
24	4	4	4	4	4	4	4	28
25	4	4	4	5	4	4	4	29
26	3	4	4	3	3	3	4	24
27	4	3	4	4	4	5	4	28
28	5	5	5	5	5	4	5	34
29	5	5	5	5	5	5	5	35
30	5	4	5	5	5	4	5	33
31	5	4	4	4	5	5	4	31
32	2	3	3	3	2	3	3	19
33	5	5	5	5	5	2	5	32
34	5	5	5	5	5	5	5	35
35	4	5	5	4	4	4	5	31
36	5	4	4	5	5	5	4	32
37	3	5	5	5	3	3	5	29
38	5	5	5	5	5	5	5	35
39	5	5	5	5	5	5	5	35
40	4	4	4	4	4	5	4	29





No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
123	5	4	4	4	5	5	4	31
124	2	3	3	3	2	3	3	19
125	5	5	5	5	5	2	5	32
126	5	5	5	5	5	5	5	35
127	4	5	5	4	4	4	5	31
128	5	4	4	5	5	5	4	32
129	4	3	3	5	4	3	3	25
130	4	4	4	3	4	4	4	27
131	5	5	5	5	5	5	5	35
132	4	4	4	4	4	3	4	27
133	4	4	4	4	4	4	4	28
134	4	4	4	5	4	4	4	29
135	3	4	4	3	3	3	4	24
136	4	3	4	4	4	5	4	28
137	5	5	5	5	5	4	5	34
138	5	5	5	5	5	5	5	35
139	5	4	5	5	5	4	5	33
140	5	4	4	4	5	5	4	31
141	2	3	3	3	2	3	3	19
142	5	5	5	5	5	2	5	32
143	4	4	4	4	4	4	4	28
144	5	4	4	4	5	5	4	31
145	2	3	3	3	2	3	3	19
146	5	5	5	5	5	2	5	32
147	5	5	5	5	5	5	5	35
148	4	5	5	4	4	4	5	31
149	5	4	4	5	5	5	4	32
150	4	3	3	5	4	3	3	25
151	4	4	4	3	4	4	4	27
152	5	5	5	5	5	5	5	35
153	4	4	4	4	4	3	4	27
154	4	4	4	4	4	4	4	28
155	4	4	4	5	4	4	4	29
156	3	4	4	3	3	3	4	24
157	4	3	4	4	4	5	4	28
158	5	5	5	5	5	4	5	34
159	5	5	5	5	5	5	5	35
160	5	4	5	5	5	4	5	33
161	5	4	4	4	5	5	4	31
162	2	3	3	3	2	3	3	19
163	5	5	5	5	5	2	5	32



No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
164	5	5	5	5	5	5	5	35
165	4	5	5	4	4	4	5	31
166	5	4	4	5	5	5	4	32
167	3	5	5	5	3	3	5	29
168	5	5	5	5	5	5	5	35
169	5	5	5	5	5	5	5	35
170	4	4	4	4	4	5	4	29
171	5	5	5	5	5	5	5	35
172	4	4	4	4	4	3	4	27
173	2	2	2	3	2	2	2	15
174	4	4	4	4	4	4	4	28
175	5	4	4	4	5	5	4	31
176	2	3	3	3	2	3	3	19
177	5	5	5	5	5	2	5	32
178	5	5	5	5	5	5	5	35
179	4	5	5	4	4	4	5	31
180	5	4	4	5	5	5	4	32
181	3	5	5	5	3	3	5	29
182	5	5	5	5	5	5	5	35
183	4	4	4	3	4	4	4	27
184	5	5	5	5	5	5	5	35
185	4	4	4	4	4	3	4	27
186	4	4	4	4	4	4	4	28
187	4	4	4	5	4	4	4	29
188	3	4	4	3	3	3	4	24
189	4	3	4	4	4	5	4	28
190	5	5	5	5	5	4	5	34
191	5	5	5	5	5	5	5	35
192	5	4	5	5	5	4	5	33
193	5	4	4	4	5	5	4	31
194	2	3	3	3	2	3	3	19
195	5	5	5	5	5	2	5	32
196	4	4	4	4	4	4	4	28
197	5	4	4	4	5	5	4	31
198	2	3	3	3	2	3	3	19
199	5	5	5	5	5	2	5	32
200	5	5	5	5	5	5	5	35
201	4	5	5	4	4	4	5	31
202	5	4	4	5	5	5	4	32
203	4	3	3	5	4	3	3	25
204	4	4	4	3	4	4	4	27

No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
205	5	5	5	5	5	5	5	35
206	4	4	4	4	4	3	4	27
207	4	4	4	4	4	4	4	28
208	4	4	4	5	4	4	4	29
209	3	4	4	3	3	3	4	24
210	4	3	4	4	4	5	4	28
211	5	5	5	5	5	4	5	34
212	5	5	5	5	5	5	5	35
213	5	4	5	5	5	4	5	33
214	5	4	4	4	5	5	4	31
215	2	3	3	3	2	3	3	19
216	5	5	5	5	5	2	5	32
217	5	5	5	5	5	5	5	35
218	4	5	5	4	4	4	5	31
219	5	4	4	5	5	5	4	32
220	3	5	5	5	3	3	5	29
221	5	5	5	5	5	5	5	35
222	5	5	5	5	5	5	5	35
223	4	4	4	4	4	5	4	29
224	4	4	4	4	4	3	4	27
225	2	2	2	3	2	2	2	15
226	4	4	4	4	4	4	4	28
227	5	4	4	4	5	5	4	31
228	2	3	3	3	2	3	3	19
229	5	5	5	5	5	2	5	32
230	5	5	5	5	5	5	5	35
231	4	5	5	4	4	4	5	31
232	5	4	4	5	5	5	4	32
233	4	3	3	5	4	3	3	25
234	4	4	4	3	4	4	4	27
235	5	5	5	5	5	5	5	35
236	4	4	4	4	4	3	4	27
237	4	4	4	4	4	4	4	28
238	4	4	4	5	4	4	4	29
239	3	4	4	3	3	3	4	24
240	4	3	4	4	4	5	4	28
241	5	5	5	5	5	4	5	34
242	5	5	5	5	5	5	5	35
243	5	4	5	5	5	4	5	33
244	5	4	4	4	5	5	4	31
245	2	3	3	3	2	3	3	19

No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
246	5	5	5	5	5	2	5	32
247	4	4	4	4	4	4	4	28
248	5	4	4	4	5	5	4	31
249	2	3	3	3	2	3	3	19
250	5	5	5	5	5	2	5	32
251	5	5	5	5	5	5	5	35
252	4	5	5	4	4	4	5	31
253	5	4	4	5	5	5	4	32
254	4	3	3	5	4	3	3	25
255	4	4	4	3	4	4	4	27
256	5	5	5	5	5	5	5	35
257	4	4	4	4	4	3	4	27
258	4	4	4	4	4	4	4	28
259	4	4	4	5	4	4	4	29
260	3	4	4	3	3	3	4	24
261	4	3	4	4	4	5	4	28
262	5	5	5	5	5	4	5	34
263	5	5	5	5	5	5	5	35
264	5	4	5	5	5	4	5	33
265	5	4	4	4	5	5	4	31
266	2	3	3	3	2	3	3	19
267	5	5	5	5	5	2	5	32
268	5	5	5	5	5	5	5	35
269	4	5	5	4	4	4	5	31
270	5	4	4	5	5	5	4	32
271	3	5	5	5	3	3	5	29
272	5	5	5	5	5	5	5	35
273	5	5	5	5	5	5	5	35
274	4	4	4	4	4	5	4	29
275	4	4	4	3	4	4	4	27
276	5	5	5	5	5	5	5	35
277	4	4	4	4	4	3	4	27
278	4	4	4	4	4	4	4	28
279	4	4	4	5	4	4	4	29
280	5	5	5	5	5	5	5	35
281	4	4	4	4	4	3	4	27
282	2	2	2	3	2	2	2	15
283	4	4	4	4	4	4	4	28
284	5	4	4	4	5	5	4	31
285	2	3	3	3	2	3	3	19
286	5	5	5	5	5	2	5	32

No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
287	5	5	5	5	5	5	5	35
288	4	5	5	4	4	4	5	31
289	5	4	4	5	5	5	4	32
290	3	5	5	5	3	3	5	29
291	5	5	5	5	5	5	5	35
292	5	5	5	5	5	5	5	35
293	4	4	4	4	4	5	4	29
294	4	3	3	5	4	3	3	25
295	4	4	4	3	4	4	4	27
296	5	5	5	5	5	5	5	35
297	4	4	4	4	4	3	4	27
298	4	4	4	4	4	4	4	28
299	4	4	4	5	4	4	4	29
300	3	4	4	3	3	3	4	24
301	4	3	4	4	4	5	4	28
302	5	5	5	5	5	4	5	34
303	5	5	5	5	5	5	5	35
304	5	4	5	5	5	4	5	33
305	5	4	4	4	5	5	4	31
306	2	3	3	3	2	3	3	19
307	5	5	5	5	5	2	5	32
308	5	5	5	5	5	5	5	35
309	4	5	5	4	4	4	5	31
310	5	4	4	5	5	5	4	32
311	3	5	5	5	3	3	5	29
312	5	5	5	5	5	5	5	35
313	5	5	5	5	5	5	5	35
314	4	4	4	4	4	5	4	29
315	4	3	3	5	4	3	3	25
316	4	4	4	3	4	4	4	27
317	5	5	5	5	5	5	5	35
318	4	4	4	4	4	3	4	27
319	4	4	4	4	4	4	4	28
320	4	4	4	5	4	4	4	29
321	5	5	5	5	5	5	5	35
322	4	4	4	4	4	3	4	27
323	2	2	2	3	2	2	2	15
324	5	5	5	5	5	5	5	35
325	4	5	5	4	4	4	5	31
326	5	4	4	5	5	5	4	32
327	4	3	3	5	4	3	3	25

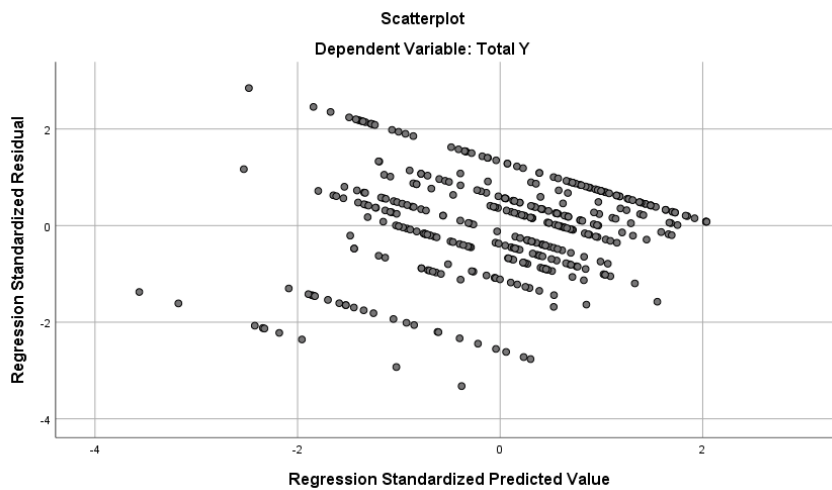
No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
328	4	4	4	3	4	4	4	27
329	5	5	5	5	5	5	5	35
330	4	4	4	4	4	3	4	27
331	4	4	4	4	4	4	4	28
332	4	4	4	5	4	4	4	29
333	3	4	4	3	3	3	4	24
334	4	3	4	4	4	5	4	28
335	5	5	5	5	5	4	5	34
336	5	5	5	5	5	5	5	35
337	5	4	5	5	5	4	5	33
338	5	4	4	4	5	5	4	31
339	2	3	3	3	2	3	3	19
340	5	5	5	5	5	2	5	32
341	5	5	5	5	5	5	5	35
342	4	5	5	4	4	4	5	31
343	5	4	4	5	5	5	4	32
344	3	5	5	5	3	3	5	29
345	5	5	5	5	5	5	5	35
346	5	5	5	5	5	5	5	35
347	4	4	4	4	4	5	4	29
348	4	4	4	4	4	3	4	27
349	2	2	2	3	2	2	2	15
350	4	4	4	4	4	4	4	28
351	5	4	4	4	5	5	4	31
352	2	3	3	3	2	3	3	19
353	5	5	5	5	5	2	5	32
354	5	5	5	5	5	5	5	35
355	4	5	5	4	4	4	5	31
356	5	4	4	5	5	5	4	32
357	4	3	3	5	4	3	3	25
358	4	4	4	3	4	4	4	27
359	5	5	5	5	5	5	5	35
360	4	4	4	4	4	3	4	27
361	4	4	4	4	4	4	4	28
362	4	4	4	5	4	4	4	29
363	3	4	4	3	3	3	4	24
364	5	5	5	5	5	2	5	32
365	5	5	5	5	5	5	5	35
366	4	5	5	4	4	4	5	31
367	5	4	4	5	5	5	4	32
368	3	5	5	5	3	3	5	29

No	Y1	Y2	Y3	Y4	Y5	Y6	Y7	TotalY
369	5	5	5	5	5	5	5	35
370	5	5	5	5	5	5	5	35
371	4	4	4	4	4	5	4	29
372	4	3	3	5	4	3	3	25
373	4	4	4	3	4	4	4	27
374	5	5	5	5	5	5	5	35
375	4	4	4	4	4	3	4	27
376	4	4	4	4	4	4	4	28
377	4	4	4	5	4	4	4	29
378	3	4	4	3	3	3	4	24
379	4	3	4	4	4	5	4	28
380	5	5	5	5	5	4	5	34
381	5	5	5	5	5	5	5	35
382	5	4	5	5	5	4	5	33
383	5	4	4	4	5	5	4	31
384	2	3	3	3	2	3	3	19
385	5	5	5	5	5	2	5	32
Total	1625	1625	1649	1675	1625	1534	1649	

**LAMPIRAN 5**  
**OUTPUT UJI ASUMSI KLASIK**  
**Output Uji Normalitas**

<b>One-Sample Kolmogorov-Smirnov Test</b>		
		Unstandardized Predicted Value
N		385
Normal Parameters <sup>a,b</sup>	Mean	29.5636364
	Std. Deviation	2.50792877
Most Extreme Differences	Absolute	.079
	Positive	.037
	Negative	-.079
Test Statistic		.079
Asymp. Sig. (2-tailed)		.060 <sup>c</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

**Output Uji Heteroskedastisitas**



**LAMPIRAN 6**  
**OTPUT UJI HIPOTESIS**  
**Output Uji Multikolinearitas, Regresi Berganda dan Uji t**

**Output Uji F**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2415.247	4	603.812	36.001	.000 <sup>b</sup>
	Residual	6373.444	380	16.772		
	Total	8788.691	384			
a. Dependent Variable: Total Y						
b. Predictors: (Constant), Total X4, Total X1, Total X3, Total X2						

**Output Uji t**

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	11.328	1.886		6.007	.000		
	Total X1	.040	.019	.093	2.130	.004	.995	1.005
	Total X2	.184	.022	.369	8.243	.000	.950	1.053
	Total X3	.233	.042	.249	5.590	.000	.958	1.044
	Total X4	.107	.037	.129	2.892	.004	.966	1.036
a. Dependent Variable: Total Y								

**Output Uji Koefisien Determinasi**

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.524 <sup>a</sup>	.275	.267	4.095
a. Predictors: (Constant), Total X4, Total X1, Total X3, Total X2				
b. Dependent Variable: Total Y				



**LAMPIRAN 7**  
**OUTPUT UJI LINIERITAS**

ANOVA Table							
			Sum of Squares	Df	Mean Square	F	Sig.
Total Y * Total X1	Between Groups	(Combined)	546.629	26	21.024	.913	.590
		Linearity	49.304	1	49.304	2.142	.144
		Deviation from Linearity	497.325	25	19.893	.864	.656
	Within Groups		8242.062	358	23.023		
	Total		8788.691	384			

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Total Y * Total X2	Between Groups	(Combined)	3710.679	11	37.334	1,995	.014
		Linearity	1593.175	1	593.175	11.291	.001
		Deviation from Linearity	2117.503	10	21.750	1.478	.113
	Within Groups		5078.012	373	13.614		
	Total		8788.691	384			

ANOVA Table							
			Sum of Squares	Df	Mean Square	F	Sig.
Total Y * Total X3	Between Groups	(Combined)	2158.268	15	143.885	1.499	.101
		Linearity	966.853	1	966.853	3.630	.059
		Deviation from Linearity	1191.415	14	85.101	1.381	.157
	Within Groups		6630.423	369	17.969		
	Total		8788.691	384			

ANOVA Table							
			Sum of Squares	Df	Mean Square	F	Sig.
Total Y * Total X4	Between Groups	(Combined)	1218.541	14	87.039	3.939	.000
		Linearity	409.847	1	409.847	34.820	.000
		Deviation from Linearity	808.694	13	62.207	2.7040	.020
	Within Groups		7570.150	370	20.460		
	Total		8788.691	384			

**LAMPIRAN 8**  
**OUTPUT DESKRIPTIF**  
**VARIABEL KUALITAS PELAYANAN (X1)**

Statistics													
		Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Kualitas Pelayanan	Total X1
N	Valid	385	385	385	385	385	385	385	385	385	385	385	385
	Missing	0	0	0	0	0	0	0	0	0	0	0	0
Mean		3.72	3.76	3.78	3.66	3.61	3.49	3.68	3.57	3.70	3.63	3.53	40.12
Median		3.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	4.00	4.00	4.00	40.00
Mode		3	4	4	5	3	5	4	3	5	3	4	33
Variance		1.182	.861	1.012	1.913	1.483	1.547	.975	.938	1.861	1.490	1.562	122.113
Range		4	4	4	4	4	4	4	4	4	4	4	37
Minimum		1	1	1	1	1	1	1	1	1	1	1	18
Maximum		5	5	5	5	5	5	5	5	5	5	5	55
Sum		1432	1447	1454	1408	1391	1345	1415	1376	1425	1396	1359	15447
Percentiles	25	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	33.00
	50	3.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	4.00	4.00	4.00	40.00
	75	5.00	4.00	5.00	5.00	5.00	5.00	4.00	4.00	5.00	5.00	5.00	52.00

### Kualitas Pelayanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	41	10.6	10.6	10.9
	3	167	43.4	43.4	54.3
	4	32	8.3	8.3	62.6
	5	144	37.4	37.4	100.0
	Total	385	100.0	100.0	

### Kualitas Pelayanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	38	9.9	9.9	10.4
	3	97	25.2	25.2	35.6
	4	162	42.1	42.1	77.7
	5	86	22.3	22.3	100.0
	Total	385	100.0	100.0	

### Kualitas Pelayanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.8	.8	.8
	2	42	10.9	10.9	11.7
	3	103	26.8	26.8	38.4
	4	127	33.0	33.0	71.4
	5	110	28.6	28.6	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	40	10.4	10.4	10.4
	2	38	9.9	9.9	20.3
	3	102	26.5	26.5	46.8
	4	39	10.1	10.1	56.9
	5	166	43.1	43.1	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	37	9.6	9.6	9.6
	2	13	3.4	3.4	13.0
	3	127	33.0	33.0	46.0
	4	93	24.2	24.2	70.1
	5	115	29.9	29.9	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	31	8.1	8.1	8.1
	2	53	13.8	13.8	21.8
	3	99	25.7	25.7	47.5
	4	99	25.7	25.7	73.2
	5	103	26.8	26.8	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.8	.8	.8
	2	55	14.3	14.3	15.1
	3	87	22.6	22.6	37.7
	4	159	41.3	41.3	79.0
	5	81	21.0	21.0	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	49	12.7	12.7	13.0
	3	144	37.4	37.4	50.4
	4	110	28.6	28.6	79.0
	5	81	21.0	21.0	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	37	9.6	9.6	9.6
	2	41	10.6	10.6	20.3
	3	87	22.6	22.6	42.9
	4	55	14.3	14.3	57.1
	5	165	42.9	42.9	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	38	9.9	9.9	9.9
	2	14	3.6	3.6	13.5
	3	115	29.9	29.9	43.4
	4	105	27.3	27.3	70.6
	5	113	29.4	29.4	100.0
	Total	385	100.0	100.0	

**Kualitas Pelayanan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	35	9.1	9.1	9.1
	2	45	11.7	11.7	20.8
	3	88	22.9	22.9	43.6
	4	115	29.9	29.9	73.5
	5	102	26.5	26.5	100.0
	Total	385	100.0	100.0	

**Variabel PROMOSI (X2)**

Statistics											
		Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Promosi	Total X2
N	Valid	385	385	385	385	385	385	385	385	385	385
	Missing	0	0	0	0	0	0	0	0	0	0
Mean		3.81	3.72	3.86	3.78	3.72	3.73	3.86	3.70	3.84	34.02
Median		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	36.00
Mode		5	4	4	5	4	4	4	4	5	36
Variance		1.225	.822	1.019	1.971	1.623	1.041	1.019	1.191	1.658	92.599
Range		3	3	3	4	4	3	3	4	4	30
Minimum		2	2	2	1	1	2	2	1	1	15
Maximum		5	5	5	5	5	5	5	5	5	45
Sum		1468	1432	1485	1454	1433	1436	1485	1423	1480	13096
Percentiles	25	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	27.00
	50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	36.00
	75	5.00	4.00	5.00	5.00	5.00	4.00	5.00	4.00	5.00	43.00

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	55	14.3	14.3	14.3
	3	113	29.4	29.4	43.6
	4	66	17.1	17.1	60.8
	5	151	39.2	39.2	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	55	14.3	14.3	14.3
	3	62	16.1	16.1	30.4
	4	204	53.0	53.0	83.4
	5	64	16.6	16.6	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	55	14.3	14.3	14.3
	3	62	16.1	16.1	30.4
	4	151	39.2	39.2	69.6
	5	117	30.4	30.4	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	55	14.3	14.3	14.3
	2	13	3.4	3.4	17.7
	3	62	16.1	16.1	33.8
	4	88	22.9	22.9	56.6
	5	167	43.4	43.4	100.0
	Total	385	100.0	100.0	



		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	46	11.9	11.9	11.9
	2	9	2.3	2.3	14.3
	3	77	20.0	20.0	34.3
	4	127	33.0	33.0	67.3
	5	126	32.7	32.7	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	68	17.7	17.7	17.7
	3	62	16.1	16.1	33.8
	4	161	41.8	41.8	75.6
	5	94	24.4	24.4	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	55	14.3	14.3	14.3
	3	62	16.1	16.1	30.4
	4	151	39.2	39.2	69.6
	5	117	30.4	30.4	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	13	3.4	3.4	3.4
	2	55	14.3	14.3	17.7
	3	62	16.1	16.1	33.8
	4	161	41.8	41.8	75.6
	5	94	24.4	24.4	100.0
	Total	385	100.0	100.0	

		Promosi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	29	7.5	7.5	7.5
	2	39	10.1	10.1	17.7
	3	62	16.1	16.1	33.8
	4	88	22.9	22.9	56.6
	5	167	43.4	43.4	100.0
	Total	385	100.0	100.0	

### Variabel HARGA (X3)

Statistics									
		Harga	Harga	Harga	Harga	Harga	Harga	Harga	Total X3
N	Valid	385	385	385	385	385	385	385	385
	Missing	0	0	0	0	0	0	0	0
Mean		3.86	3.91	3.98	4.08	3.83	3.72	3.94	27.32
Median		4.00	4.00	4.00	4.00	4.00	4.00	4.00	28.00
Mode		4	4	4	5	4	3	4	28
Variance		.836	.723	.672	.691	.868	.910	.679	26.329
Range		3	3	3	3	3	3	3	20
Minimum		2	2	2	2	2	2	2	15
Maximum		5	5	5	5	5	5	5	35
Sum		1485	1505	1534	1572	1473	1433	1518	10520
Percentiles	25	3.50	3.00	4.00	3.00	3.00	3.00	4.00	25.00
	50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	28.00
	75	4.00	4.00	5.00	5.00	4.00	5.00	4.00	31.00

		Harga			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	48	12.5	12.5	12.5
	3	48	12.5	12.5	24.9
	4	200	51.9	51.9	76.9
	5	89	23.1	23.1	100.0
	Total	385	100.0	100.0	

		Harga			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	29	7.5	7.5	7.5
	3	71	18.4	18.4	26.0
	4	191	49.6	49.6	75.6
	5	94	24.4	24.4	100.0
	Total	385	100.0	100.0	

		Harga			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	28	7.3	7.3	7.3
	3	48	12.5	12.5	19.7
	4	211	54.8	54.8	74.5
	5	98	25.5	25.5	100.0
	Total	385	100.0	100.0	

		Harga			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	4	1.0	1.0	1.0
	3	106	27.5	27.5	28.6
	4	129	33.5	33.5	62.1
	5	146	37.9	37.9	100.0
	Total	385	100.0	100.0	

		Harga			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	53	13.8	13.8	13.8
	3	47	12.2	12.2	26.0
	4	199	51.7	51.7	77.7
	5	86	22.3	22.3	100.0
	Total	385	100.0	100.0	

		Harga			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	39	10.1	10.1	10.1
	3	126	32.7	32.7	42.9
	4	123	31.9	31.9	74.8
	5	97	25.2	25.2	100.0
	Total	385	100.0	100.0	

		Harga			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	29	7.5	7.5	7.5
	3	55	14.3	14.3	21.8
	4	210	54.5	54.5	76.4
	5	91	23.6	23.6	100.0
	Total	385	100.0	100.0	

**Variabel LOKASI (X4)**

Statistics											
		Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Lokasi	Total X4
N	Valid	385	385	385	385	385	385	385	385	385	385
	Missing	0	0	0	0	0	0	0	0	0	0
Mean		4.22	4.17	4.25	4.33	4.22	3.96	4.26	4.29	3.70	37.40
Median		4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	38.00
Mode		4	4	4	5	4	5	4	5	3	44
Variance		.744	.587	.559	.564	.744	.913	.548	.611	.674	32.892
Range		3	3	3	2	3	3	3	3	3	25
Minimum		2	2	2	3	2	2	2	2	2	20
Maximum		5	5	5	5	5	5	5	5	5	45
Sum		1624	1607	1637	1666	1624	1525	1641	1650	1425	14399
Percentiles	25	4.00	4.00	4.00	4.00	4.00	3.00	4.00	4.00	3.00	34.00
	50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	38.00
	75	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	42.00

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	30	7.8	7.8	7.8
	3	20	5.2	5.2	13.0
	4	171	44.4	44.4	57.4
	5	164	42.6	42.6	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	13	3.4	3.4	3.4
	3	46	11.9	11.9	15.3
	4	187	48.6	48.6	63.9
	5	139	36.1	36.1	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	13	3.4	3.4	3.4
	3	32	8.3	8.3	11.7
	4	185	48.1	48.1	59.7
	5	155	40.3	40.3	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	3	66	17.1	17.1	17.1
	4	127	33.0	33.0	50.1
	5	192	49.9	49.9	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	30	7.8	7.8	7.8
	3	20	5.2	5.2	13.0
	4	171	44.4	44.4	57.4
	5	164	42.6	42.6	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	31	8.1	8.1	8.1
	3	90	23.4	23.4	31.4
	4	127	33.0	33.0	64.4
	5	137	35.6	35.6	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	13	3.4	3.4	3.4
	3	29	7.5	7.5	10.9
	4	187	48.6	48.6	59.5
	5	156	40.5	40.5	100.0
	Total	385	100.0	100.0	

		Lokasi			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	2	13	3.4	3.4	3.4
	3	39	10.1	10.1	13.5
	4	158	41.0	41.0	54.5
	5	175	45.5	45.5	100.0
	Total	385	100.0	100.0	

		Lokasi			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	12	3.1	3.1	3.1
	3	168	43.6	43.6	46.8
	4	128	33.2	33.2	80.0
	5	77	20.0	20.0	100.0
	Total	385	100.0	100.0	





**Kepuasan Pelanggan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	32	8.3	8.3	8.3
	3	26	6.8	6.8	15.1
	4	152	39.5	39.5	54.5
	5	175	45.5	45.5	100.0
	Total	385	100.0	100.0	

**Kepuasan Pelanggan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	2.3	2.3	2.3
	3	50	13.0	13.0	15.3
	4	173	44.9	44.9	60.3
	5	153	39.7	39.7	100.0
	Total	385	100.0	100.0	

**Kepuasan Pelanggan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	2.3	2.3	2.3
	3	38	9.9	9.9	12.2
	4	173	44.9	44.9	57.1
	5	165	42.9	42.9	100.0
	Total	385	100.0	100.0	

**Kepuasan Pelanggan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	63	16.4	16.4	16.4
	4	124	32.2	32.2	48.6
	5	198	51.4	51.4	100.0
	Total	385	100.0	100.0	

## Kepuasan Pelanggan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	32	8.3	8.3	8.3
	3	26	6.8	6.8	15.1
	4	152	39.5	39.5	54.5
	5	175	45.5	45.5	100.0
	Total	385	100.0	100.0	

## Kepuasan Pelanggan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	33	8.6	8.6	8.6
	3	91	23.6	23.6	32.2
	4	110	28.6	28.6	60.8
	5	151	39.2	39.2	100.0
	Total	385	100.0	100.0	

## Kepuasan Pelanggan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	2.3	2.3	2.3
	3	38	9.9	9.9	12.2
	4	173	44.9	44.9	57.1
	5	165	42.9	42.9	100.0
	Total	385	100.0	100.0	

Correlations						
		Total X1	Total X2	Total X3	Total X4	Total Y
Total X1	Pearson Correlation	1	-.062	.024	-.013	.075
	Sig. (2-tailed)		.227	.634	.798	.142
	N	385	385	385	385	385
Total X2	Pearson Correlation	-.062	1	.171**	.151**	.426**
	Sig. (2-tailed)	.227		.001	.003	.000
	N	385	385	385	385	385
Total X3	Pearson Correlation	.024	.171**	1	.131**	.332**
	Sig. (2-tailed)	.634	.001		.010	.000
	N	385	385	385	385	385
Total X4	Pearson Correlation	-.013	.151**	.131**	1	.216**
	Sig. (2-tailed)	.798	.003	.010		.000
	N	385	385	385	385	385
Total Y	Pearson Correlation	.075	.426**	.332**	.216**	1
	Sig. (2-tailed)	.142	.000	.000	.000	
	N	385	385	385	385	385

\*\* . Correlation is significant at the 0.01 level (2-tailed).

### LAMPIRAN 9 PROFIL RESPONDEN

<b>Jenis Kelamin</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	201	52.2	52.2	52.2
	Perempuan	184	47.8	47.8	100.0
	Total	385	100.0	100.0	

<b>Usia</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12 - 17 Tahun	21	5.5	5.5	5.5
	18-23 Tahun	121	31.4	31.4	36.9
	24-29 Tahun	169	43.9	43.9	80.8
	30-35 Tahun	58	15.1	15.1	95.8
	Diatas 36 Tahun	16	4.2	4.2	100.0
	Total	385	100.0	100.0	

<b>Pekerjaan</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar/Mahasiswa	124	32.2	32.2	32.2
	PNS	71	18.4	18.4	50.6
	Pegawai Swasta	118	30.6	30.6	81.3
	Wirausaha	60	15.6	15.6	96.9
	Lainnya	12	3.1	3.1	100.0
	Total	385	100.0	100.0	

Penghasilan Perbulan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rp. 1.000.000-Rp. 2.000.000	43	11.2	11.2	11.2
	Rp. 2.100.000 - Rp. 3.000.000	68	17.7	17.7	28.8
	Rp. 3.100.000 - Rp. 4.000.000	120	31.2	31.2	60.0
	> Rp. 4.000.000	154	40.0	40.0	100.0
	Total	385	100.0	100.0	

**LAMPIRAN 10**  
**TABEL r**

DF = n-2	0,1	0,05	0,02	0,01	0,001
	r 0,005	r 0,05	r 0,025	r 0,01	r 0,001
1	0,9877	0,9969	0,9995	0,9999	1,0000
2	0,9000	0,9500	0,9800	0,9900	0,9990
3	0,8054	0,8783	0,9343	0,9587	0,9911
4	0,7293	0,8114	0,8822	0,9172	0,9741
5	0,6694	0,7545	0,8329	0,8745	0,9509
6	0,6215	0,7067	0,7887	0,8343	0,9249
7	0,5822	0,6664	0,7498	0,7977	0,8983
8	0,5494	0,6319	0,7155	0,7646	0,8721
9	0,5214	0,6021	0,6851	0,7348	0,8470
10	0,4973	0,5760	0,6581	0,7079	0,8233
11	0,4762	0,5529	0,6339	0,6835	0,8010
12	0,4575	0,5324	0,6120	0,6614	0,7800
13	0,4409	0,5140	0,5923	0,6411	0,7604
14	0,4259	0,4973	0,5742	0,6226	0,7419
15	0,4124	0,4821	0,5577	0,6055	0,7247
16	0,4000	0,4683	0,5425	0,5897	0,7084
17	0,3887	0,4555	0,5285	0,5751	0,6932
18	0,3783	0,4438	0,5155	0,5614	0,6788
19	0,3687	0,4329	0,5034	0,5487	0,6652
20	0,3598	0,4227	0,4921	0,5368	0,6524
21	0,3515	0,4132	0,4815	0,5256	0,6402
22	0,3438	0,4044	0,4716	0,5151	0,6287
23	0,3365	0,3961	0,4622	0,5052	0,6178
24	0,3297	0,3882	0,4534	0,4958	0,6074
25	0,3233	0,3809	0,4451	0,4869	0,5974
26	0,3172	0,3739	0,4372	0,4785	0,5880
27	0,3115	0,3673	0,4297	0,4705	0,5790
<b>28</b>	0,3061	<b>0,3610</b>	0,4226	0,4629	0,5703
29	0,3009	0,3550	0,4158	0,4556	0,5620
30	0,2960	0,3494	0,4093	0,4487	0,5541
31	0,2913	0,3440	0,4032	0,4421	0,5465
32	0,2869	0,3388	0,3972	0,4357	0,5392
33	0,2826	0,3338	0,3916	0,4296	0,5322
34	0,2785	0,3291	0,3862	0,4238	0,5254
35	0,2746	0,3246	0,3810	0,4182	0,5189
36	0,2709	0,3202	0,3760	0,4128	0,5126
37	0,2673	0,3160	0,3712	0,4076	0,5066
38	0,2638	0,3120	0,3665	0,4026	0,5007
39	0,2605	0,3081	0,3621	0,3978	0,4950
40	0,2573	0,3044	0,3578	0,3932	0,4896

**LAMPIRAN 11**  
**TABEL t**

d.f.	TINGKAT SIGNIFIKANSI						
	20%	10%	5%	2%	1%	0,2%	0,1%
dua sisi							
satu sisi	10%	5%	2,5%	1%	0,5%	0,1%	0,05%
374	1,284	1,649	1,966	2,336	2,589	3,112	3,317
375	1,284	1,649	1,966	2,336	2,589	3,112	3,317
376	1,284	1,649	1,966	2,336	2,589	3,112	3,317
377	1,284	1,649	1,966	2,336	2,589	3,112	3,317
378	1,284	1,649	1,966	2,336	2,589	3,112	3,316
379	1,284	1,649	1,966	2,336	2,589	3,112	3,316
<b>380</b>	1,284	1,649	<b>1,966</b>	2,336	2,589	3,112	3,316
381	1,284	1,649	1,966	2,336	2,589	3,112	3,316
382	1,284	1,649	1,966	2,336	2,589	3,112	3,316
383	1,284	1,649	1,966	2,336	2,589	3,112	3,316
384	1,284	1,649	1,966	2,336	2,589	3,112	3,316
385	1,284	1,649	1,966	2,336	2,589	3,112	3,316



**LAMPIRAN 12**  
**TABEL F**

	DF	NUMERATOR								
DENUMERATOR		1	2	3	4	5	30	40	60	120
	370	3,8667140	3,0201189	2,6290329	2,3960686	2,2383820	1,4901128	1,4271764	1,3549782	1,2665221
	371	3,8666456	3,0200528	2,6289676	2,3960032	2,2383162	1,4900294	1,4270875	1,3548801	1,2664052
	372	3,8665776	3,0199871	2,6289025	2,3959381	2,2382507	1,4899465	1,4269990	1,3547825	1,2662888
	373	3,8665099	3,0199217	2,6288378	2,3958734	2,2381856	1,4898640	1,4269110	1,3546855	1,2661730
	374	3,8664426	3,0198567	2,6287735	2,3958090	2,2381208	1,4897819	1,4268235	1,3545889	1,2660579
	375	3,8663756	3,0197920	2,6287095	2,3957450	2,2380564	1,4897003	1,4267364	1,3544928	1,2659433
	376	3,8663091	3,0197277	2,6286459	2,3956813	2,2379924	1,4896191	1,4266498	1,3543973	1,2658293
	377	3,8662428	3,0196637	2,6285826	2,3956180	2,2379286	1,4895384	1,4265637	1,3543022	1,2657159
	378	3,8661770	3,0196000	2,6285196	2,3955549	2,2378652	1,4894580	1,4264780	1,3542077	1,2656031
	379	3,8661114	3,0195367	2,6284570	2,3954923	2,2378022	1,4893781	1,4263928	1,3541136	1,2654908
	<b>380</b>	3,8660462	3,0194738	2,6283946	<b>2,3954299</b>	2,2377395	1,4892986	1,4263080	1,3540201	1,2653792
	381	3,8659814	3,0194111	2,6283327	2,3953679	2,2376771	1,4892196	1,4262236	1,3539270	1,2652681
	382	3,8659169	3,0193488	2,6282710	2,3953062	2,2376150	1,4891409	1,4261397	1,3538344	1,2651575
	383	3,8658527	3,0192868	2,6282097	2,3952449	2,2375533	1,4890627	1,4260562	1,3537422	1,2650475
	384	3,8657889	3,0192252	2,6281487	2,3951838	2,2374919	1,4889848	1,4259732	1,3536506	1,2649381
	385	3,8657254	3,0191638	2,6280880	2,3951231	2,2374308	1,4889074	1,4258905	1,3535594	1,2648292